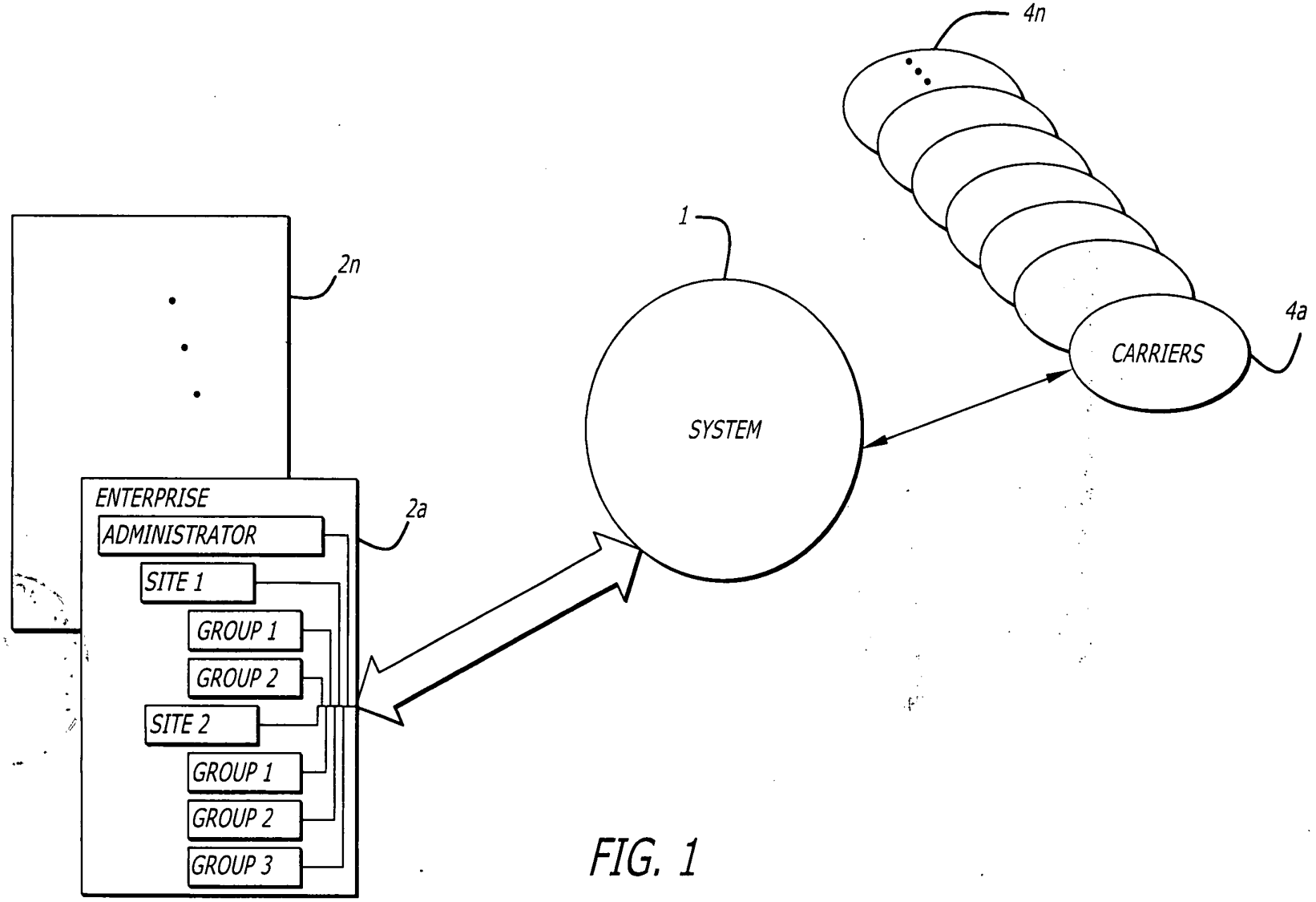
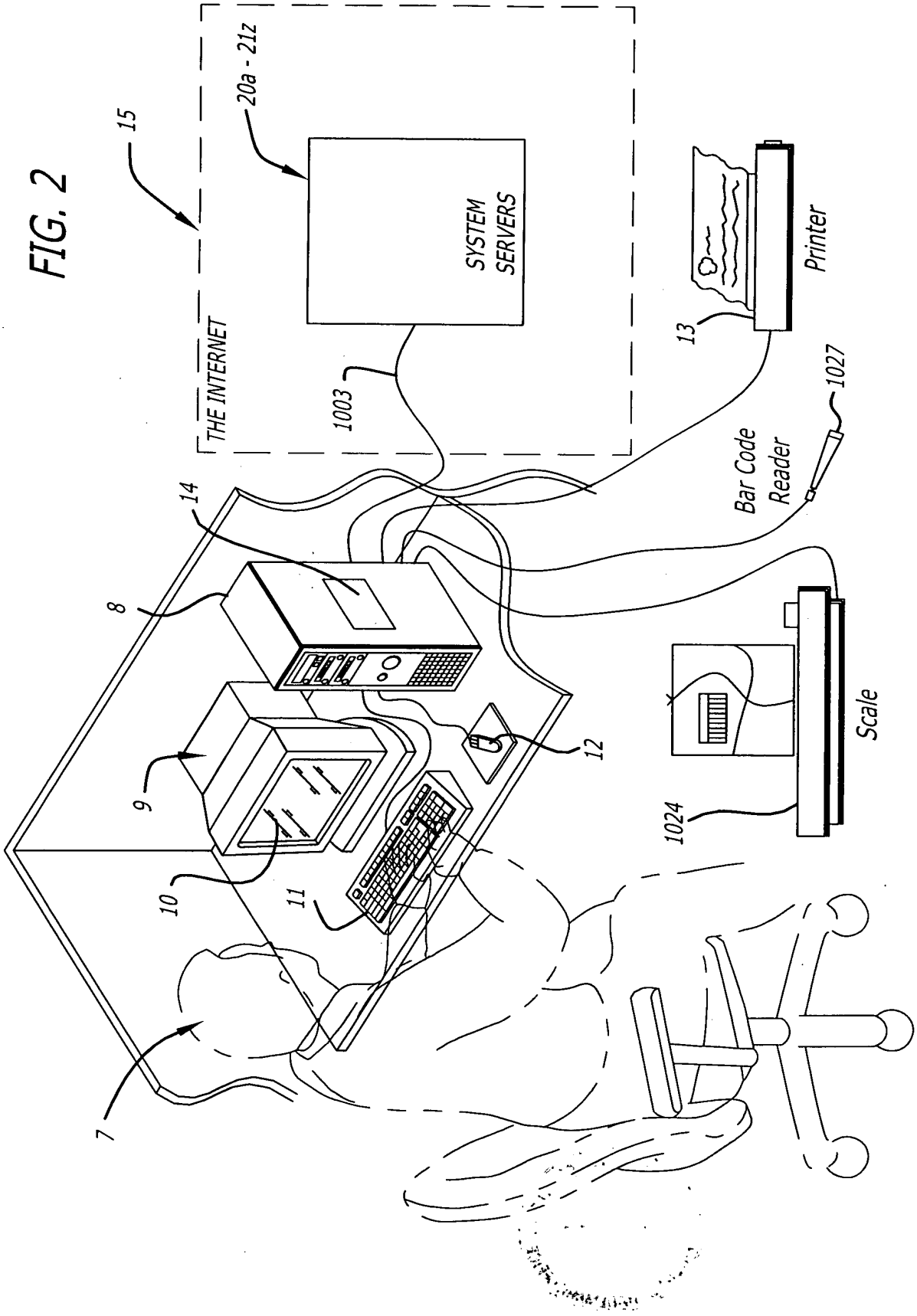

4n
1
2n
4a
CARRIERS
SYSTEM
ENTERPRISE
2a
ADMINISTRATOR
SITE 1
GROUP 1
GROUP 2
SITE 2
GROUP 1
GROUP 2
GROUP 3

FIG. 1

FIG. 2


15
20a - 21z
SYSTEM SERVERS
THE INTERNET
1003
13
Printer
1027
Bar Code Reader
14
8
12
9
10
11
1024
Scale
7

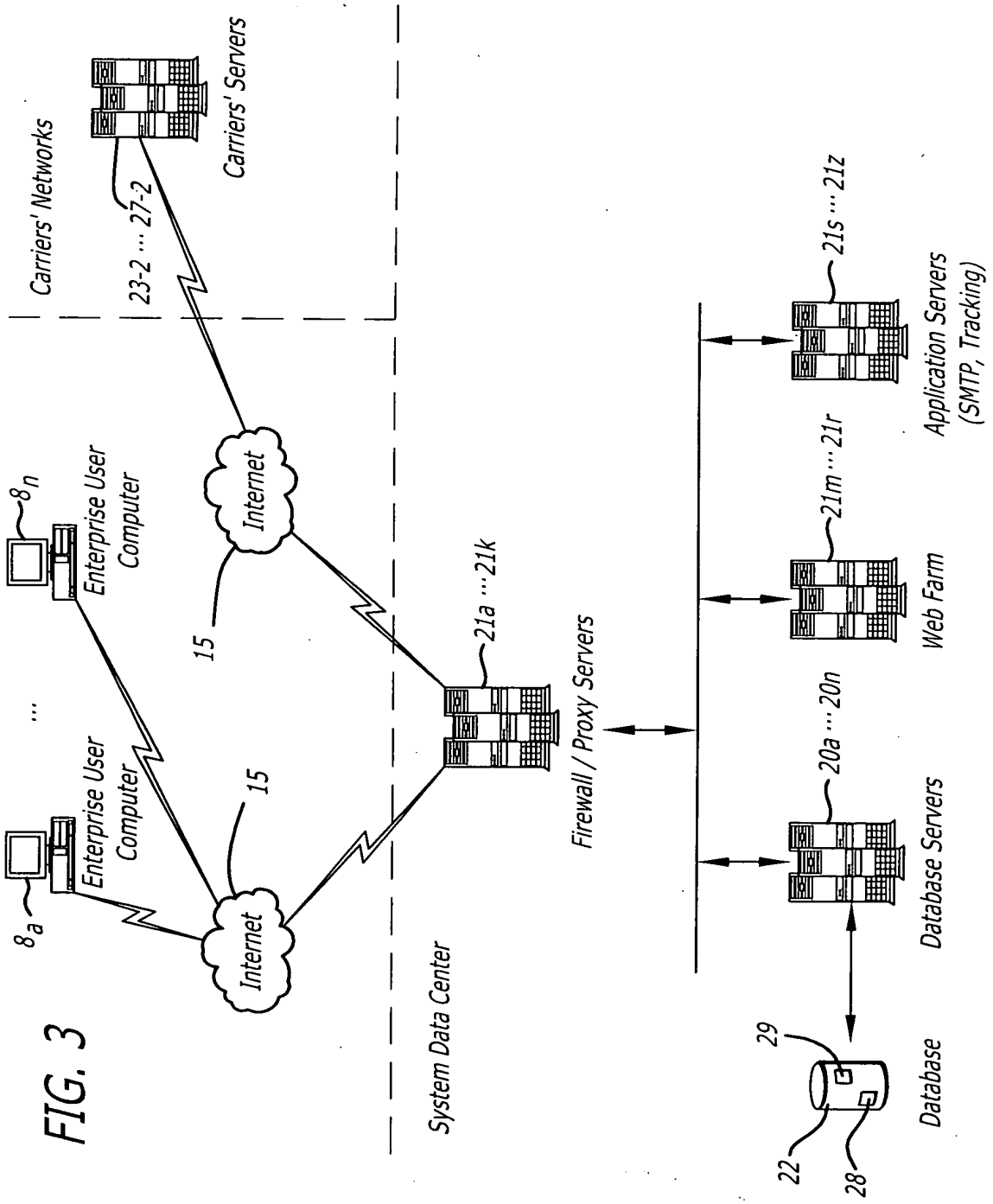

Carriers' Networks
Carriers' Servers
23-2 ··· 27-2
Internet
15
Enterprise User Computer
8n
8a
Internet
15
21a ···21k
System Data Center
Firewall / Proxy Servers
21s ··· 21z
Application Servers (SMTP, Tracking)
21m ··· 21r
Web Farm
20a ··· 20n
Database Servers
29
22
28
Database

FIG. 3

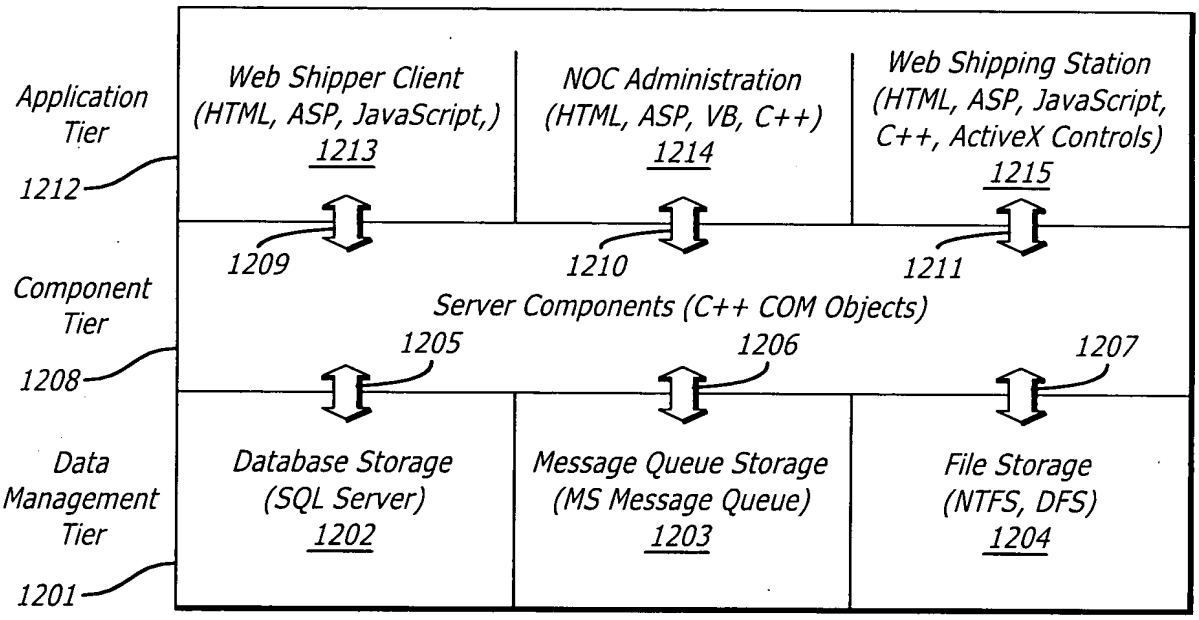

Application Tier
1212
Web Shipper Client (HTML, ASP, JavaScript,)
1213
NOC Administration (HTML, ASP, VB, C++)
1214
Web Shipping Station (HTML, ASP, JavaScript, C++, ActiveX Controls)
1215
1209
1210
1211
Component Tier
1208
Server Components (C++ COM Objects)
1205
1206
1207
Data Management Tier
1201
Database Storage (SQL Server)
1202
Message Queue Storage (MS Message Queue)
1203
File Storage (NTFS, DFS)
1204

FIG. 4

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

FIG. 5

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

FIG. 6

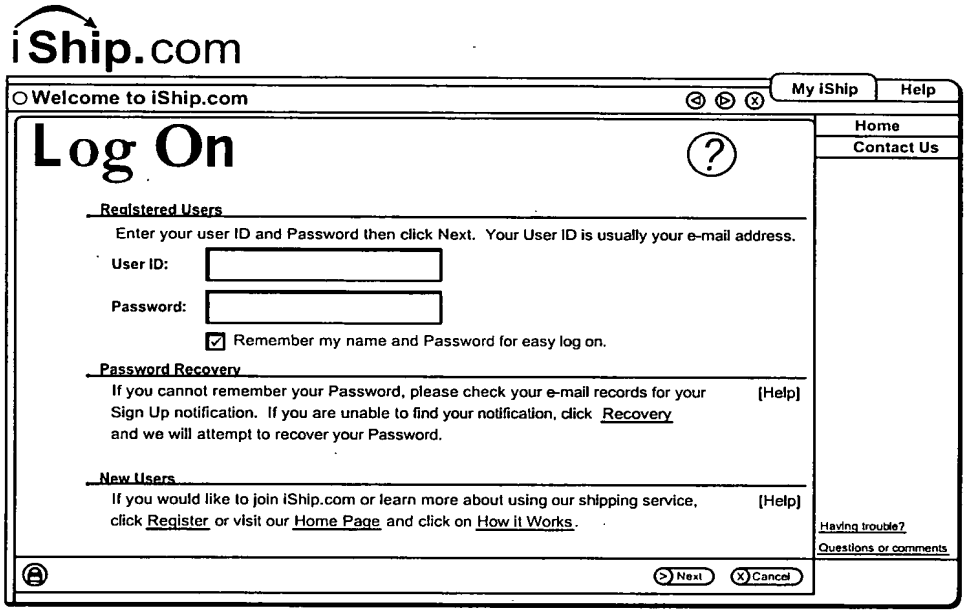

iShip.com
Welcome to iShip.com
My iShip
Help
Log On
Home
Contact Us
Registered Users
Enter your user ID and Password then click Next. Your User ID is usually your e-mail address.
User ID:
Password:
Remember my name and Password for easy log on.
Password Recovery
If you cannot remember your Password, please check your e-mail records for your Sign Up notification. If you are unable to find your notification, click Recovery and we will attempt to recover your Password.
[Help]
New Users
If you would like to join iShip.com or learn more about using our shipping service, click Register or visit our Home Page and click on How it Works.
[Help]
Having trouble?
Questions or comments
Next
Cancel

FIG. 7

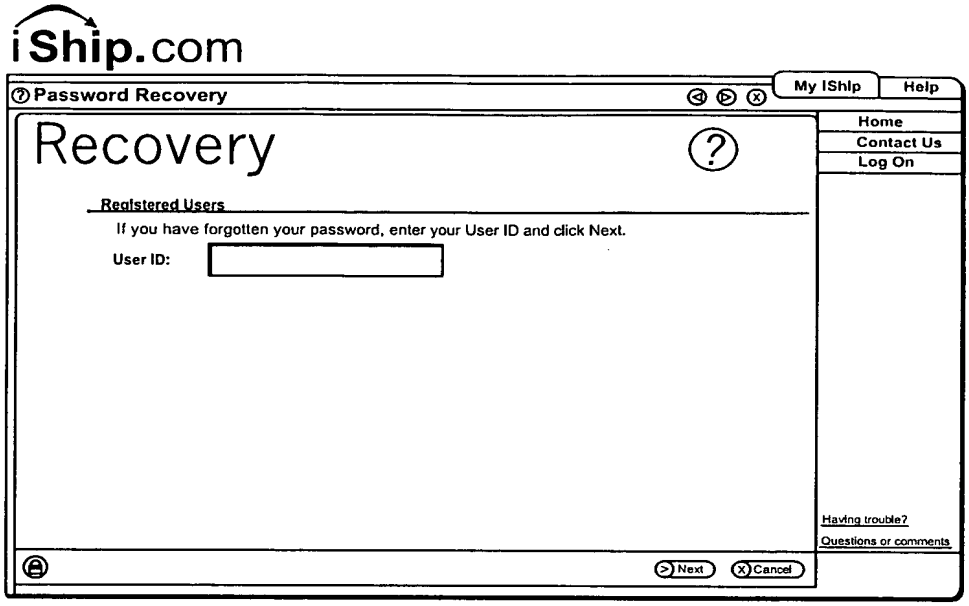

iShip.com
Password Recovery
My iShip
Help
Recovery
Home
Contact Us
Log On
Registered Users
If you have forgotten your password, enter your User ID and click Next.
User ID:
Having trouble?
Questions or comments
Next
Cancel

FIG. 8

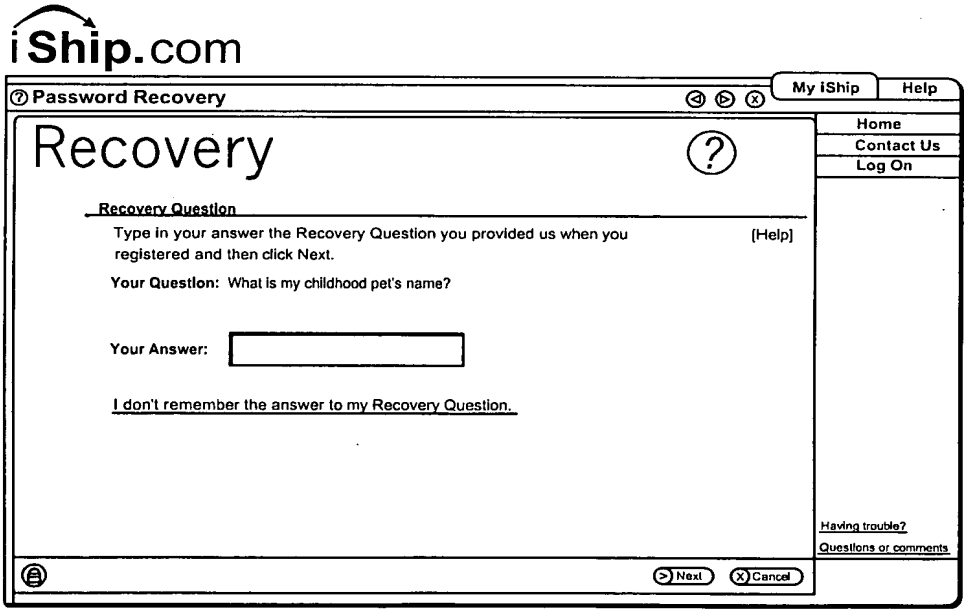

iShip.com
Password Recovery
My iShip
Help
Recovery
Home
Contact Us
Log On
Recovery Question
Type in your answer the Recovery Question you provided us when you registered and then click Next.
[Help]
Your Question: What is my childhood pet's name?
Your Answer:
I don't remember the answer to my Recovery Question.
Having trouble?
Questions or comments
Next
Cancel

FIG. 9

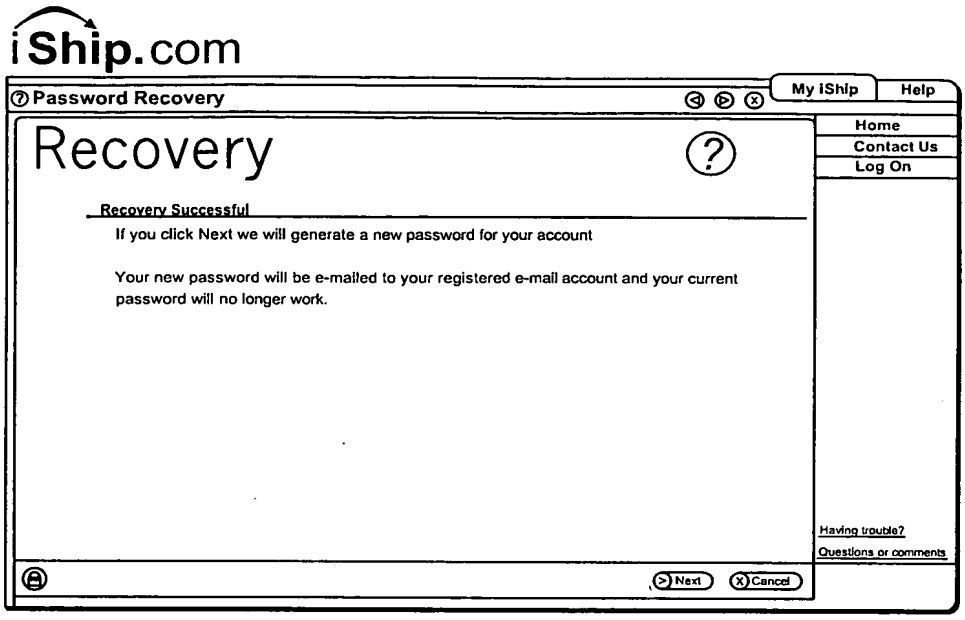

iShip.com
Password Recovery
My iShip
Help
Recovery
Home
Contact Us
Log On
Recovery Successful
If you click Next we will generate a new password for your account
Your new password will be e-mailed to your registered e-mail account and your current password will no longer work.
Having trouble?
Questions or comments
Next
Cancel

FIG. 10

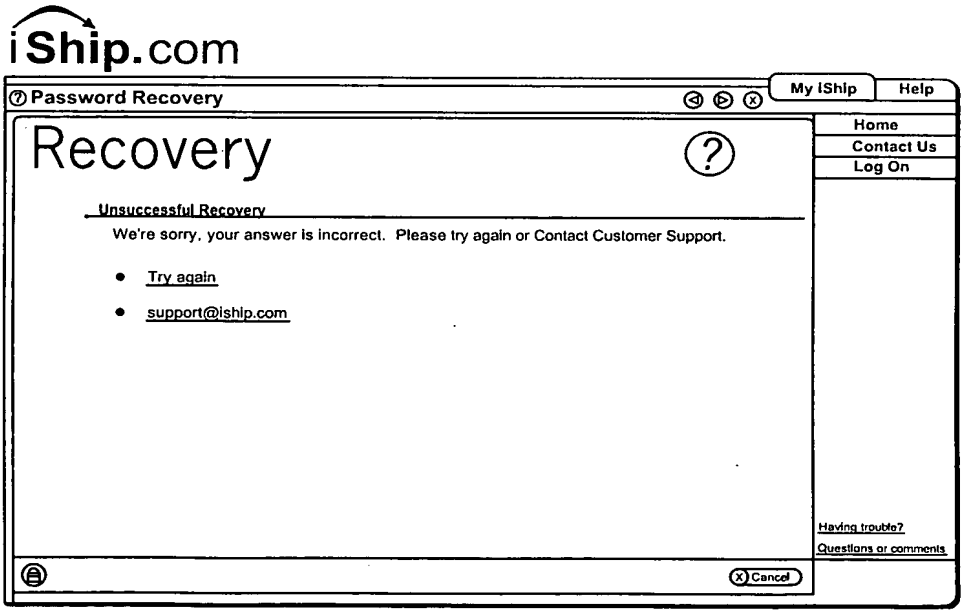

iShip.com
Password Recovery
My iShip
Help
Recovery
Home
Contact Us
Log On
Unsuccessful Recovery
We're sorry, your answer is incorrect. Please try again or Contact Customer Support.
Try again
support@iship.com
Having trouble?
Questions or comments
Cancel

FIG. 11

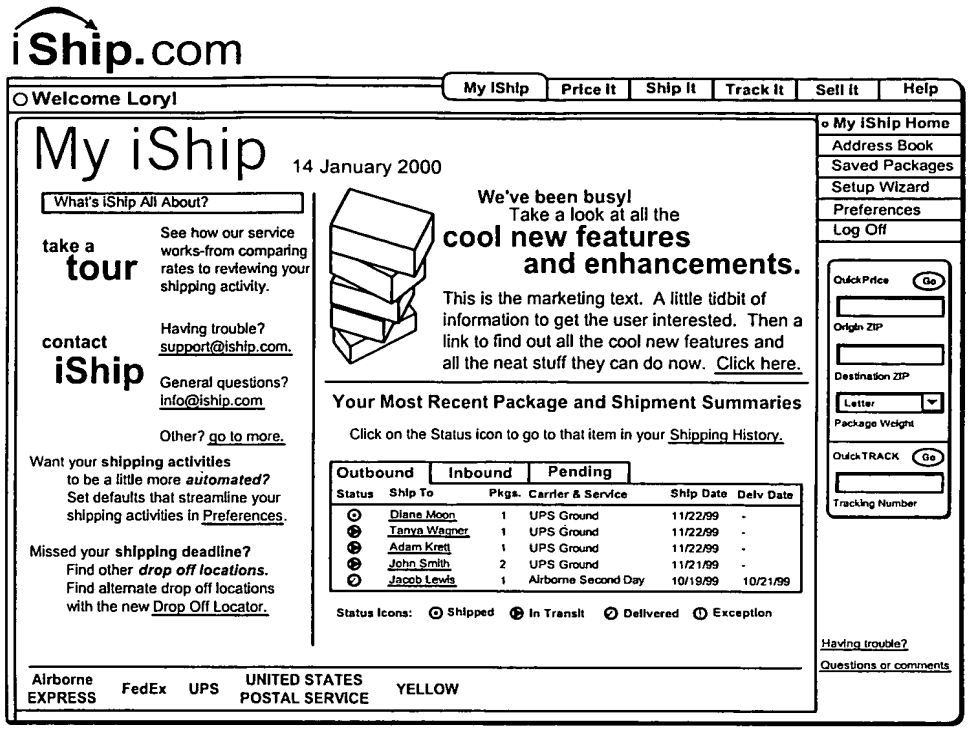

iShip.com
Welcome Lory!
My IShip
Price It
Ship It
Track It
Sell It
Help
My iShip
14 January 2000
What's iShip All About?
take a tour
See how our service works-from comparing rates to reviewing your shipping activity.
contact iShip
Having trouble? support@iship.com.
General questions? info@iship.com
Other? go to more.
Want your shipping activities to be a little more automated? Set defaults that streamline your shipping activities in Preferences.
Missed your shipping deadline? Find other drop off locations. Find alternate drop off locations with the new Drop Off Locator.
We've been busy! Take a look at all the cool new features and enhancements.
This is the marketing text. A little tidbit of information to get the user interested. Then a link to find out all the cool new features and all the neat stuff they can do now. Click here.
Your Most Recent Package and Shipment Summaries
Click on the Status icon to go to that item in your Shipping History.
Outbound
Inbound
Pending
Status
Ship To
Pkgs.
Carrier & Service
Ship Date
Delv Date
Diane Moon 1 UPS Ground 11/22/99 -
Tanya Wagner 1 UPS Ground 11/22/99 -
Adam Krett 1 UPS Ground 11/22/99 -
John Smith 2 UPS Ground 11/21/99 -
Jacob Lewis 1 Airborne Second Day 10/19/99 10/21/99
Status Icons: Shipped In Transit Delivered Exception
Airborne EXPRESS
FedEx
UPS
UNITED STATES POSTAL SERVICE
YELLOW
My iShip Home
Address Book
Saved Packages
Setup Wizard
Preferences
Log Off
QuickPrice
Go
Origin ZIP
Destination ZIP
Letter
Package Weight
QuickTRACK
Go
Tracking Number
Having trouble?
Questions or comments

FIG. 12

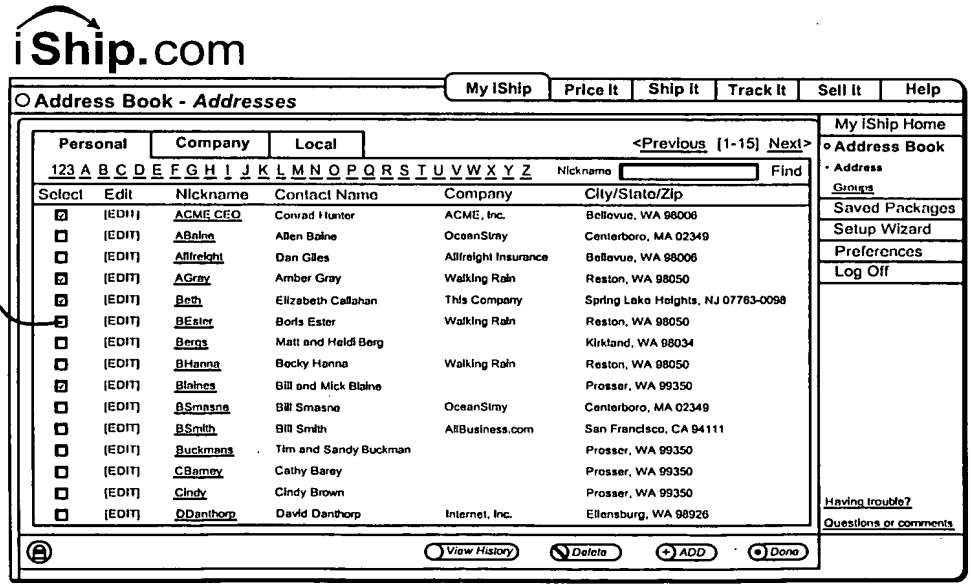

iShip.com
Address Book - Addresses
My IShip
Price It
Ship It
Track It
Sell It
Help
Personal
Company
Local
<Previous [1-15] Next>
123 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
Nickname
Find
Select
Edit
Nickname
Contact Name
Company
City/State/Zip
[EDIT] ACME CEO Conrad Hunter ACME, Inc. Bellevue, WA 98006
[EDIT] ABaine Allen Baine OceanStray Centerboro, MA 02349
[EDIT] Allfreight Dan Giles Allfreight Insurance Bellevue, WA 98006
[EDIT] AGray Amber Gray Walking Rain Reston, WA 98050
[EDIT] Beth Elizabeth Callahan This Company Spring Lake Heights, NJ 07763-0098
[EDIT] BEster Boris Ester Walking Rain Reston, WA 98050
[EDIT] Bergs Matt and Heidi Berg Kirkland, WA 98034
[EDIT] BHanna Becky Hanna Walking Rain Reston, WA 98050
[EDIT] Blaines Bill and Mick Blaine Prosser, WA 99350
[EDIT] BSmasne Bill Smasne OceanStray Centerboro, MA 02349
[EDIT] BSmith Bill Smith AllBusiness.com San Francisco, CA 94111
[EDIT] Buckmans Tim and Sandy Buckman Prosser, WA 99350
[EDIT] CBarney Cathy Barey Prosser, WA 99350
[EDIT] Cindy Cindy Brown Prosser, WA 99350
[EDIT] ODanthorp David Danthorp Internet, Inc. Ellensburg, WA 98926
View History
Delete
ADD
Done
My IShip Home
Address Book
Address
Groups
Saved Packages
Setup Wizard
Preferences
Log Off
Having trouble?
Questions or comments
100

FIG. 13

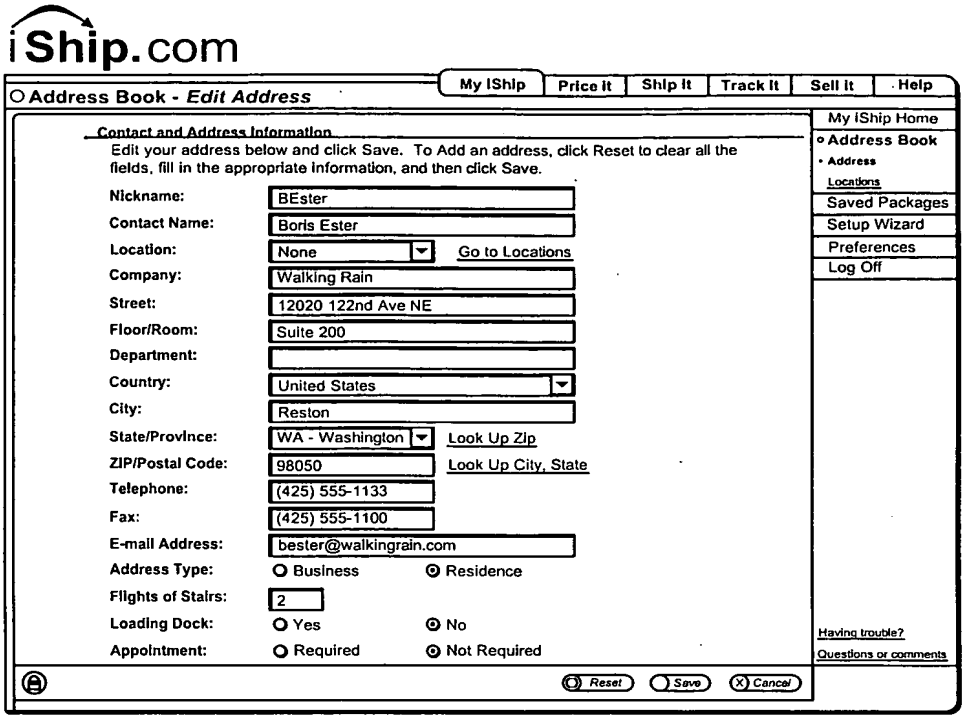

iShip.com
My IShip
Price It
Ship It
Track It
Sell It
Help
Address Book - Edit Address
My iShip Home
Address Book
Address
Locations
Saved Packages
Setup Wizard
Preferences
Log Off
Contact and Address Information
Edit your address below and click Save. To Add an address, click Reset to clear all the fields, fill in the appropriate information, and then click Save.
Nickname: BEster
Contact Name: Boris Ester
Location: None
Go to Locations
Company: Walking Rain
Street: 12020 122nd Ave NE
Floor/Room: Suite 200
Department:
Country: United States
City: Reston
State/Province: WA - Washington
Look Up Zip
ZIP/Postal Code: 98050
Look Up City, State
Telephone: (425) 555-1133
Fax: (425) 555-1100
E-mail Address: bester@walkingrain.com
Address Type: Business Residence
Flights of Stairs: 2
Loading Dock: Yes No
Appointment: Required Not Required
Having trouble?
Questions or comments
Reset
Save
Cancel

FIG. 14

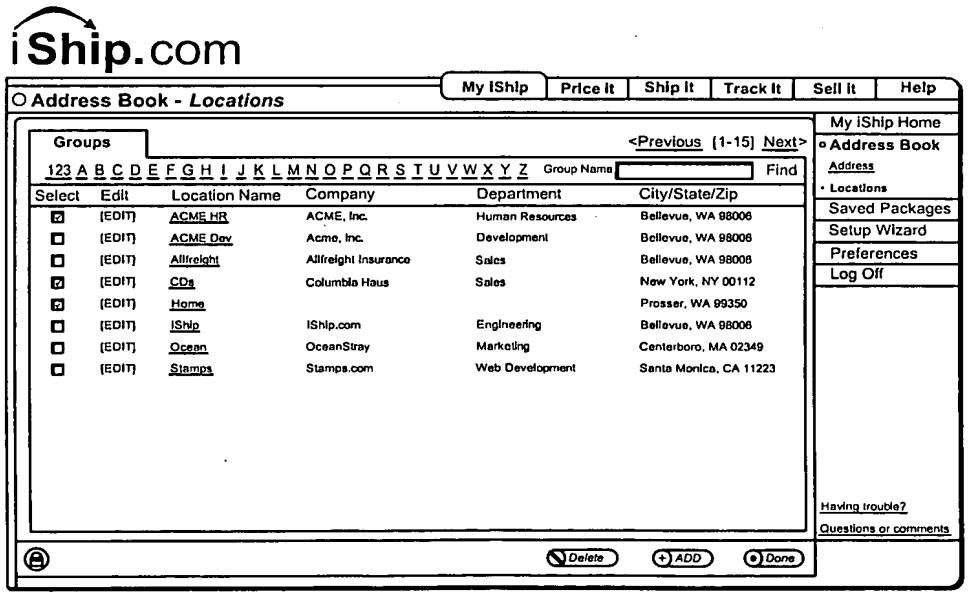

iShip.com
My IShip
Price It
Ship It
Track It
Sell It
Help
Address Book - Locations
My iShip Home
Address Book
Address
Locations
Saved Packages
Setup Wizard
Preferences
Log Off
Groups
<Previous [1-15] Next>
123 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
Group Name
Find
Select Edit Location Name Company Department City/State/Zip
[EDIT] ACME HR ACME, Inc. Human Resources Bellevue, WA 98006
[EDIT] ACME Dev Acme, Inc. Development Bellevue, WA 98006
[EDIT] Allfreight Allfreight Insurance Sales Bellevue, WA 98006
[EDIT] CDs Columbia Haus Sales New York, NY 00112
[EDIT] Home Prosser, WA 99350
[EDIT] IShip IShip.com Engineering Bellevue, WA 98006
[EDIT] Ocean OceanStray Marketing Centerboro, MA 02349
[EDIT] Stamps Stamps.com Web Development Santa Monica, CA 11223
Having trouble?
Questions or comments
Delete
ADD
Done

FIG. 15

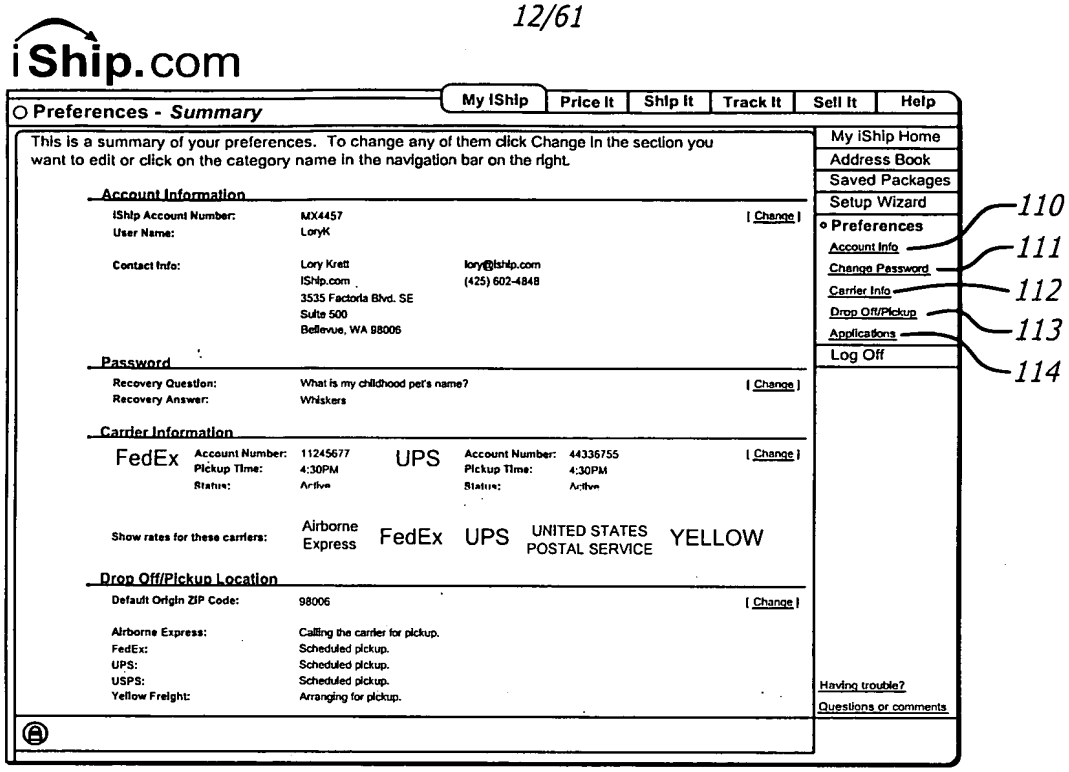

iShip.com
My IShip
Price It
Ship It
Track It
Sell It
Help
Preferences - Summary
This is a summary of your preferences. To change any of them click Change in the section you want to edit or click on the category name in the navigation bar on the right.
Account Information
IShip Account Number: MX4457
User Name: LoryK
Contact Info: Lory Krett
IShip.com
3535 Factoria Blvd. SE
Suite 500
Bellevue, WA 98006
lory@iship.com
(425) 602-4848
[Change]
Password
Recovery Question: What is my childhood pet's name?
Recovery Answer: Whiskers
Carrier Information
FedEx Account Number: 11245677 Pickup Time: 4:30PM Status: Active
UPS Account Number: 44336755 Pickup Time: 4:30PM Status: Active
Show rates for these carriers: Airborne Express FedEx UPS UNITED STATES POSTAL SERVICE YELLOW
Drop Off/Pickup Location
Default Origin ZIP Code: 98006
Airborne Express: Calling the carrier for pickup.
FedEx: Scheduled pickup.
UPS: Scheduled pickup.
USPS: Scheduled pickup.
Yellow Freight: Arranging for pickup.
My IShip Home
Address Book
Saved Packages
Setup Wizard
Preferences
Account Info
Change Password
Carrier Info
Drop Off/Pickup
Applications
Log Off
Having trouble?
Questions or comments
110
111
112
113
114

FIG. 16

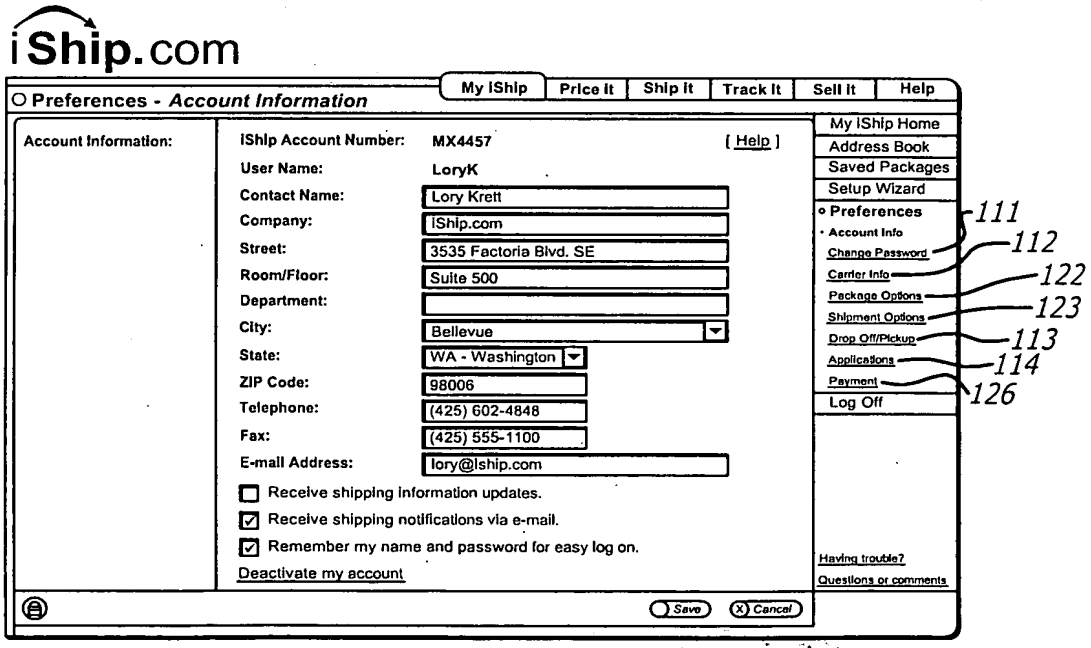

iShip.com
My IShip
Price It
Ship It
Track It
Sell It
Help
Preferences - Account Information
Account Information:
IShip Account Number: MX4457
[Help]
User Name: LoryK
Contact Name: Lory Krett
Company: IShip.com
Street: 3535 Factoria Blvd. SE
Room/Floor: Suite 500
Department:
City: Bellevue
State: WA - Washington
ZIP Code: 98006
Telephone: (425) 602-4848
Fax: (425) 555-1100
E-mail Address: lory@iship.com
Receive shipping information updates.
Receive shipping notifications via e-mail.
Remember my name and password for easy log on.
Deactivate my account
Save
Cancel
My IShip Home
Address Book
Saved Packages
Setup Wizard
Preferences
Account Info
Change Password
Carrier Info
Package Options
Shipment Options
Drop Off/Pickup
Applications
Payment
Log Off
Having trouble?
Questions or comments
111
112
122
123
113
114
126

FIG. 17

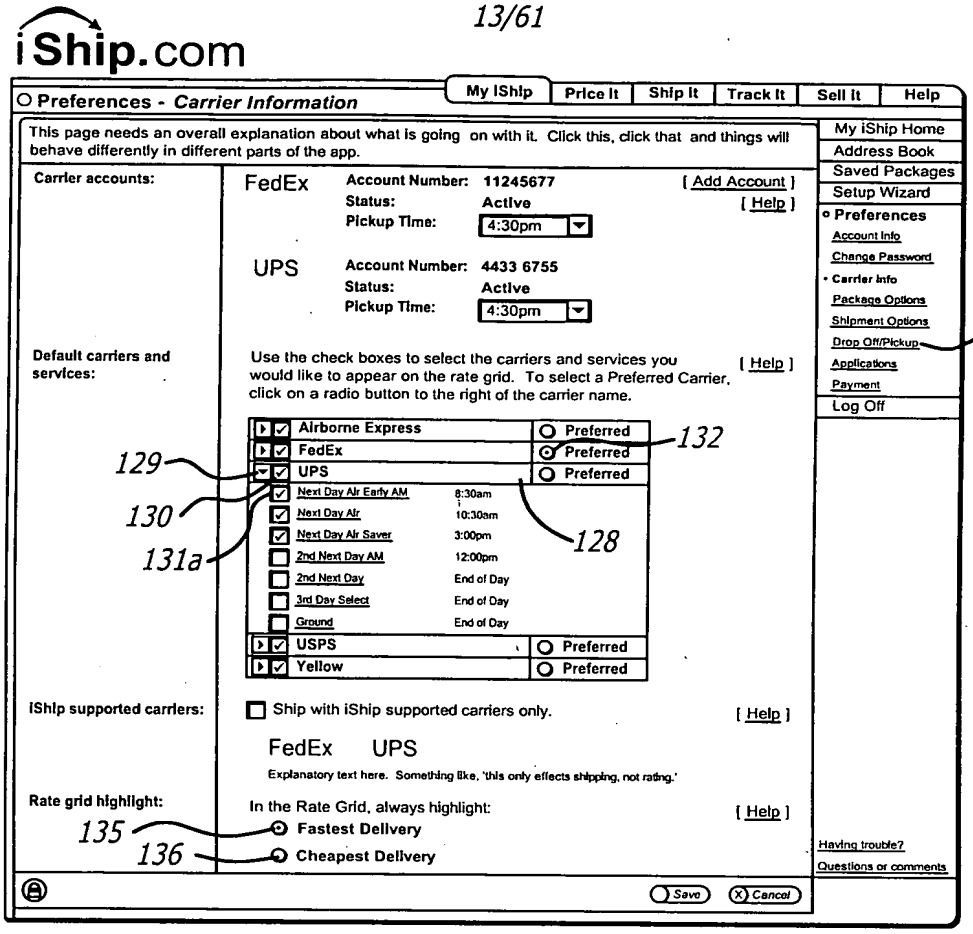

iShip.com
My IShip
Price It
Ship It
Track It
Sell It
Help
Preferences - Carrier Information
This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.
Carrier accounts:
FedEx
Account Number: 11245677
Status: Active
Pickup Time: 4:30pm
[Add Account]
[Help]
UPS
Account Number: 4433 6755
Status: Active
Pickup Time: 4:30pm
Default carriers and services:
Use the check boxes to select the carriers and services you would like to appear on the rate grid. To select a Preferred Carrier, click on a radio button to the right of the carrier name.
[Help]
Airborne Express
FedEx
UPS
Next Day Air Early AM 8:30am
Next Day Air 10:30am
Next Day Air Saver 3:00pm
2nd Next Day AM 12:00pm
2nd Next Day End of Day
3rd Day Select End of Day
Ground End of Day
USPS
Yellow
Preferred
129
130
131a
132
128
IShip supported carriers:
Ship with iShip supported carriers only.
[Help]
FedEx UPS
Explanatory text here. Something like, 'this only effects shipping, not rating.'
Rate grid highlight:
In the Rate Grid, always highlight:
[Help]
135
Fastest Delivery
136
Cheapest Delivery
Save
Cancel
My IShip Home
Address Book
Saved Packages
Setup Wizard
Preferences
Account Info
Change Password
Carrier Info
Package Options
Shipment Options
Drop Off/Pickup
Applications
Payment
Log Off
113
Having trouble?
Questions or comments

FIG. 18

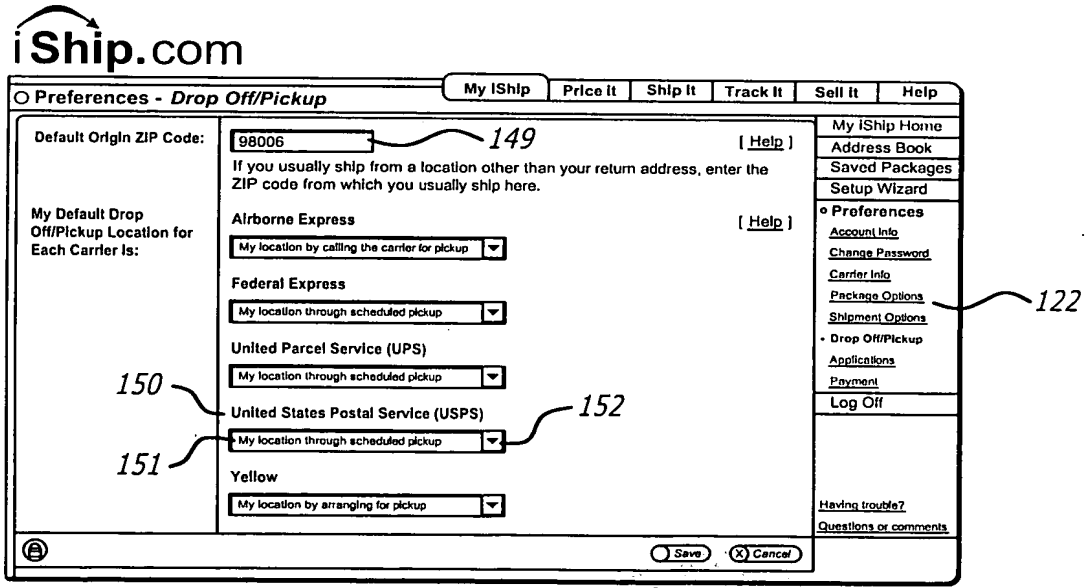

iShip.com
My IShip
Price It
Ship It
Track It
Sell It
Help
Preferences - Drop Off/Pickup
Default Origin ZIP Code:
98006
149
[Help]
If you usually ship from a location other than your return address, enter the ZIP code from which you usually ship here.
My Default Drop Off/Pickup Location for Each Carrier Is:
Airborne Express
[Help]
My location by calling the carrier for pickup
Federal Express
My location through scheduled pickup
United Parcel Service (UPS)
My location through scheduled pickup
150
United States Postal Service (USPS)
My location through scheduled pickup
151
152
Yellow
My location by arranging for pickup
Save
Cancel
My IShip Home
Address Book
Saved Packages
Setup Wizard
Preferences
Account Info
Change Password
Carrier Info
Package Options
Shipment Options
Drop Off/Pickup
Applications
Payment
Log Off
122
Having trouble?
Questions or comments

FIG. 19

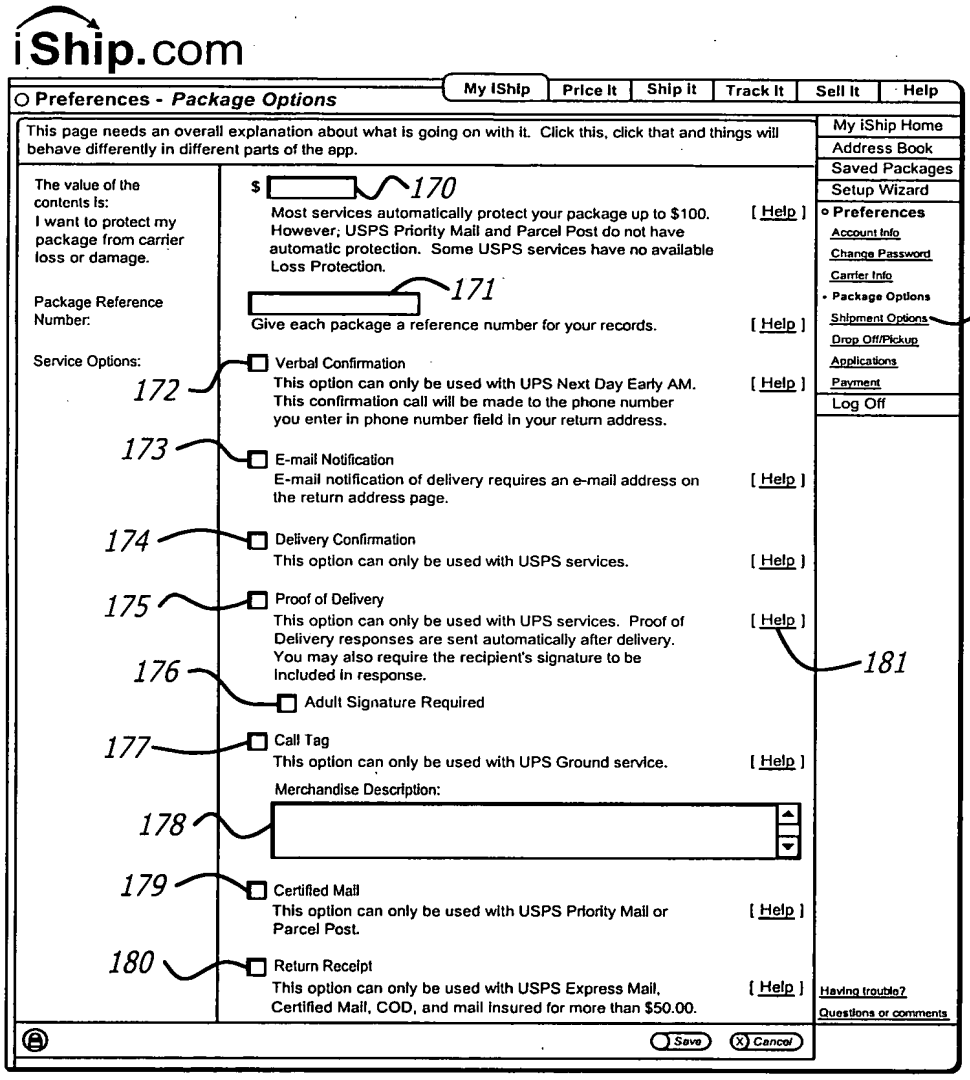

iShip.com
My iShip
Price It
Ship It
Track It
Sell It
Help
Preferences - Package Options
This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.
The value of the contents is:
I want to protect my package from carrier loss or damage.
$
170
Most services automatically protect your package up to $100. However; USPS Priority Mail and Parcel Post do not have automatic protection. Some USPS services have no available Loss Protection.
[Help]
171
Package Reference Number:
Give each package a reference number for your records.
[Help]
Service Options:
172
Verbal Confirmation
This option can only be used with UPS Next Day Early AM. This confirmation call will be made to the phone number you enter in phone number field in your return address.
[Help]
173
E-mail Notification
E-mail notification of delivery requires an e-mail address on the return address page.
[Help]
174
Delivery Confirmation
This option can only be used with USPS services.
[Help]
175
Proof of Delivery
This option can only be used with UPS services. Proof of Delivery responses are sent automatically after delivery. You may also require the recipient's signature to be included in response.
[Help]
181
176
Adult Signature Required
177
Call Tag
This option can only be used with UPS Ground service.
[Help]
Merchandise Description:
178
179
Certified Mail
This option can only be used with USPS Priority Mail or Parcel Post.
[Help]
180
Return Receipt
This option can only be used with USPS Express Mail, Certified Mail, COD, and mail insured for more than $50.00.
[Help]
Save
Cancel
My iShip Home
Address Book
Saved Packages
Setup Wizard
Preferences
Account Info
Change Password
Carrier Info
Package Options
Shipment Options
123
Drop Off/Pickup
Applications
Payment
Log Off
Having trouble?
Questions or comments

FIG. 20

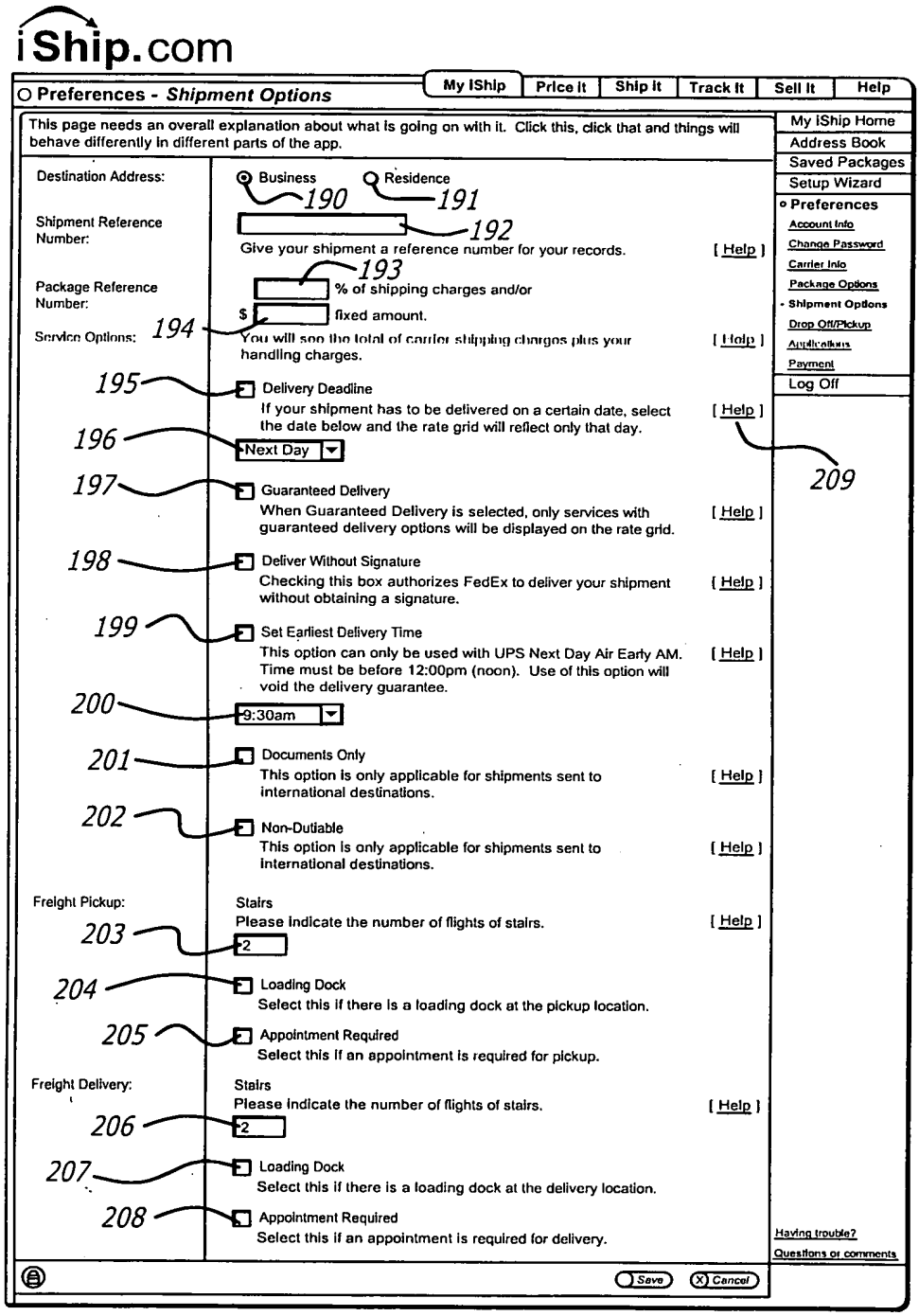

iShip.com
My IShip
Price It
Ship It
Track It
Sell It
Help
Preferences - Shipment Options
This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.
My IShip Home
Address Book
Saved Packages
Setup Wizard
Preferences
Account Info
Change Password
Carrier Info
Package Options
Shipment Options
Drop Off/Pickup
Applications
Payment
Log Off
Destination Address:
Business
Residence
190
191
Shipment Reference Number:
192
Give your shipment a reference number for your records.
[Help]
Package Reference Number:
193
% of shipping charges and/or
$
fixed amount.
Service Options:
194
You will see the total of carrier shipping charges plus your handling charges.
[Help]
195
Delivery Deadline
If your shipment has to be delivered on a certain date, select the date below and the rate grid will reflect only that day.
[Help]
196
Next Day
209
197
Guaranteed Delivery
When Guaranteed Delivery is selected, only services with guaranteed delivery options will be displayed on the rate grid.
[Help]
198
Deliver Without Signature
Checking this box authorizes FedEx to deliver your shipment without obtaining a signature.
[Help]
199
Set Earliest Delivery Time
This option can only be used with UPS Next Day Air Early AM. Time must be before 12:00pm (noon). Use of this option will void the delivery guarantee.
[Help]
200
9:30am
201
Documents Only
This option is only applicable for shipments sent to international destinations.
[Help]
202
Non-Dutiable
This option is only applicable for shipments sent to international destinations.
[Help]
Freight Pickup:
Stairs
Please indicate the number of flights of stairs.
[Help]
203
2
204
Loading Dock
Select this if there is a loading dock at the pickup location.
205
Appointment Required
Select this if an appointment is required for pickup.
Freight Delivery:
Stairs
Please indicate the number of flights of stairs.
[Help]
206
2
207
Loading Dock
Select this if there is a loading dock at the delivery location.
208
Appointment Required
Select this if an appointment is required for delivery.
Having trouble?
Questions or comments
Save
Cancel

FIG. 21

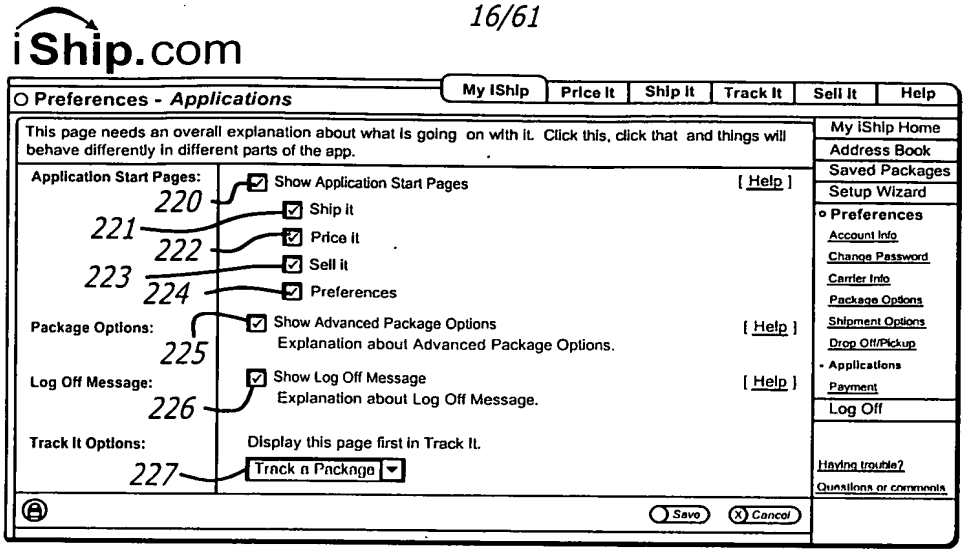

iShip.com
My IShip
Price It
Ship It
Track It
Sell It
Help
Preferences - Applications
This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.
Application Start Pages:
Show Application Start Pages
[Help]
220
Ship it
221
Price it
222
Sell it
223
Preferences
224
Package Options:
Show Advanced Package Options
[Help]
225
Explanation about Advanced Package Options.
Log Off Message:
Show Log Off Message
[Help]
226
Explanation about Log Off Message.
Track It Options:
Display this page first in Track It.
227
Track a Package
Save
Cancel
My iShip Home
Address Book
Saved Packages
Setup Wizard
Preferences
Account Info
Change Password
Carrier Info
Package Options
Shipment Options
Drop Off/Pickup
Applications
Payment
Log Off
Having trouble?
Questions or comments

FIG. 22

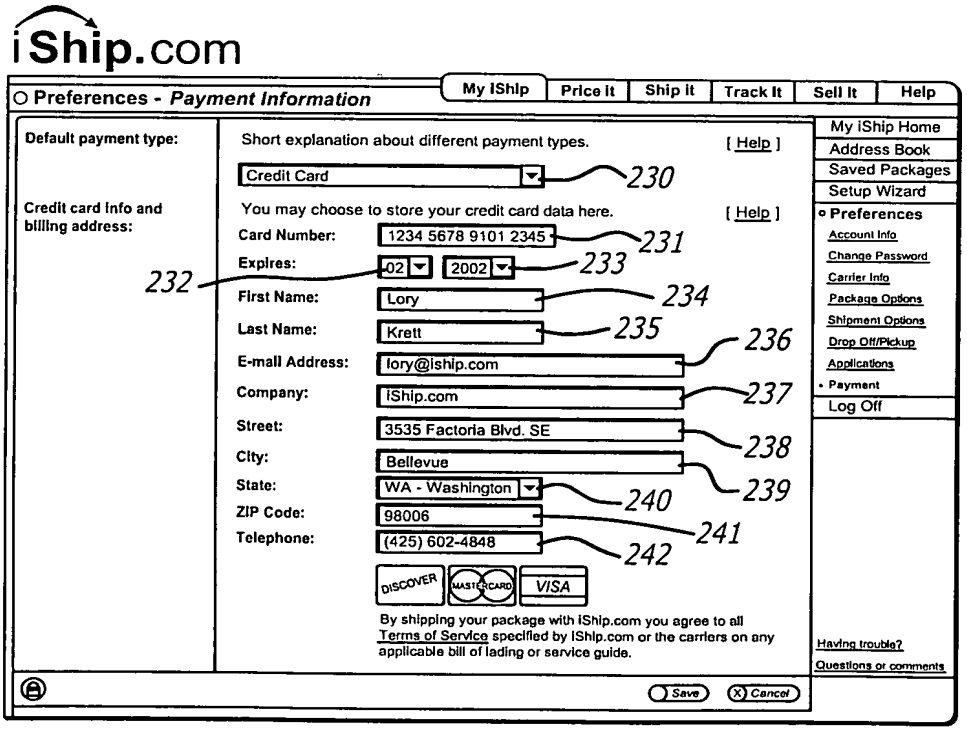

iShip.com
My IShip
Price It
Ship It
Track It
Sell It
Help
Preferences - Payment Information
Default payment type:
Short explanation about different payment types.
[Help]
Credit Card
230
Credit card info and billing address:
You may choose to store your credit card data here.
[Help]
Card Number:
1234 5678 9101 2345
231
Expires:
02
2002
233
232
First Name:
Lory
234
Last Name:
Krett
235
E-mail Address:
lory@iship.com
236
Company:
iShip.com
237
Street:
3535 Factoria Blvd. SE
238
City:
Bellevue
State:
WA - Washington
240
239
ZIP Code:
98006
241
Telephone:
(425) 602-4848
242
DISCOVER
MASTERCARD
VISA
By shipping your package with iShip.com you agree to all Terms of Service specified by IShip.com or the carriers on any applicable bill of lading or service guide.
Save
Cancel
My iShip Home
Address Book
Saved Packages
Setup Wizard
Preferences
Account Info
Change Password
Carrier Info
Package Options
Shipment Options
Drop Off/Pickup
Applications
Payment
Log Off
Having trouble?
Questions or comments

FIG. 23

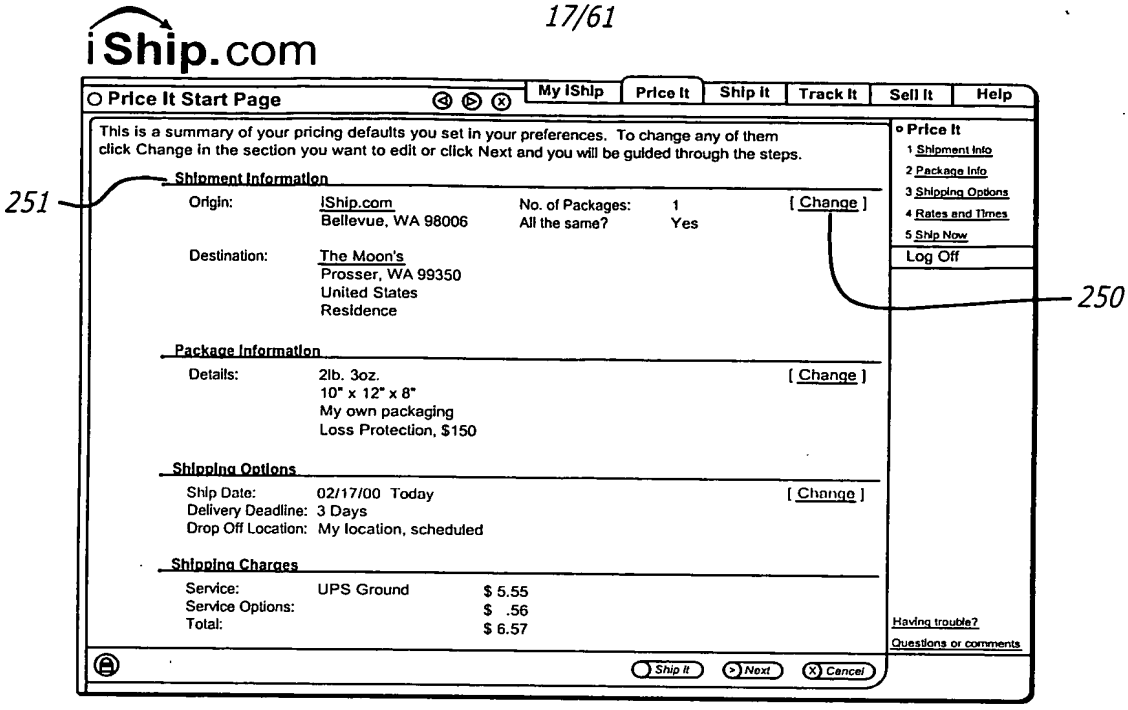

iShip.com
Price It Start Page
My IShip
Price It
Ship It
Track It
Sell It
Help
This is a summary of your pricing defaults you set in your preferences. To change any of them click Change in the section you want to edit or click Next and you will be guided through the steps.
Shipment Information
Origin: IShip.com Bellevue, WA 98006
No. of Packages: 1
All the same? Yes
[Change]
Destination: The Moon's Prosser, WA 99350 United States Residence
Package Information
Details: 2lb. 3oz. 10" x 12" x 8" My own packaging Loss Protection, $150
[Change]
Shipping Options
Ship Date: 02/17/00 Today
Delivery Deadline: 3 Days
Drop Off Location: My location, scheduled
[Change]
Shipping Charges
Service: UPS Ground $ 5.55
Service Options: $ .56
Total: $ 6.57
Price It
1 Shipment Info
2 Package Info
3 Shipping Options
4 Rates and Times
5 Ship Now
Log Off
Having trouble?
Questions or comments
Ship It
Next
Cancel
251
250

FIG. 24

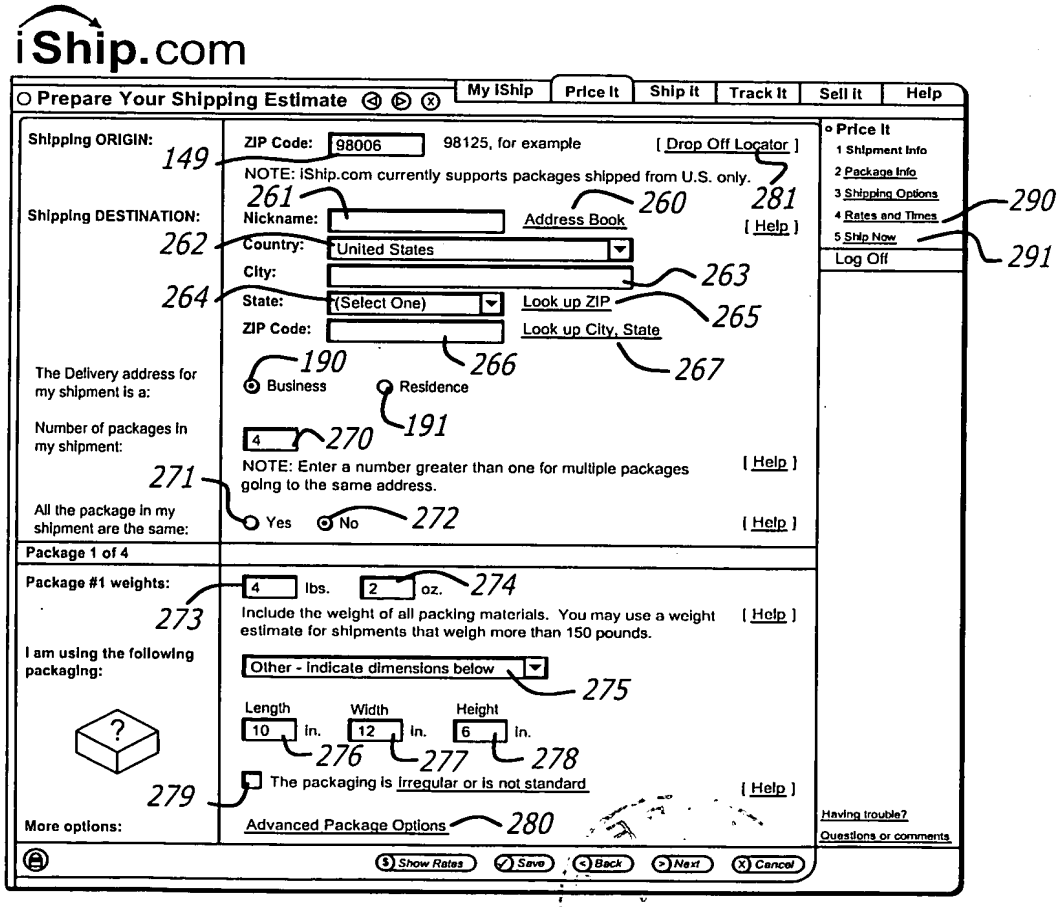

iShip.com
Prepare Your Shipping Estimate
My IShip
Price It
Ship It
Track It
Sell It
Help
Shipping ORIGIN:
ZIP Code: 98006
98125, for example
[Drop Off Locator]
NOTE: iShip.com currently supports packages shipped from U.S. only.
Shipping DESTINATION:
Nickname:
Address Book
[Help]
Country: United States
City:
State: (Select One)
Look up ZIP
ZIP Code:
Look up City, State
The Delivery address for my shipment is a:
Business
Residence
Number of packages in my shipment: 4
NOTE: Enter a number greater than one for multiple packages going to the same address.
All the package in my shipment are the same:
Yes
No
Package 1 of 4
Package #1 weights: 4 lbs. 2 oz.
Include the weight of all packing materials. You may use a weight estimate for shipments that weigh more than 150 pounds.
I am using the following packaging:
Other - Indicate dimensions below
Length 10 in.
Width 12 in.
Height 6 in.
The packaging is Irregular or is not standard
More options:
Advanced Package Options
Price It
1 Shipment Info
2 Package Info
3 Shipping Options
4 Rates and Times
5 Ship Now
Log Off
Having trouble?
Questions or comments
Show Rates
Save
Back
Next
Cancel
149
261
260
281
290
262
263
264
265
266
267
190
191
270
271
272
273
274
275
276
277
278
279
280
291

FIG. 25

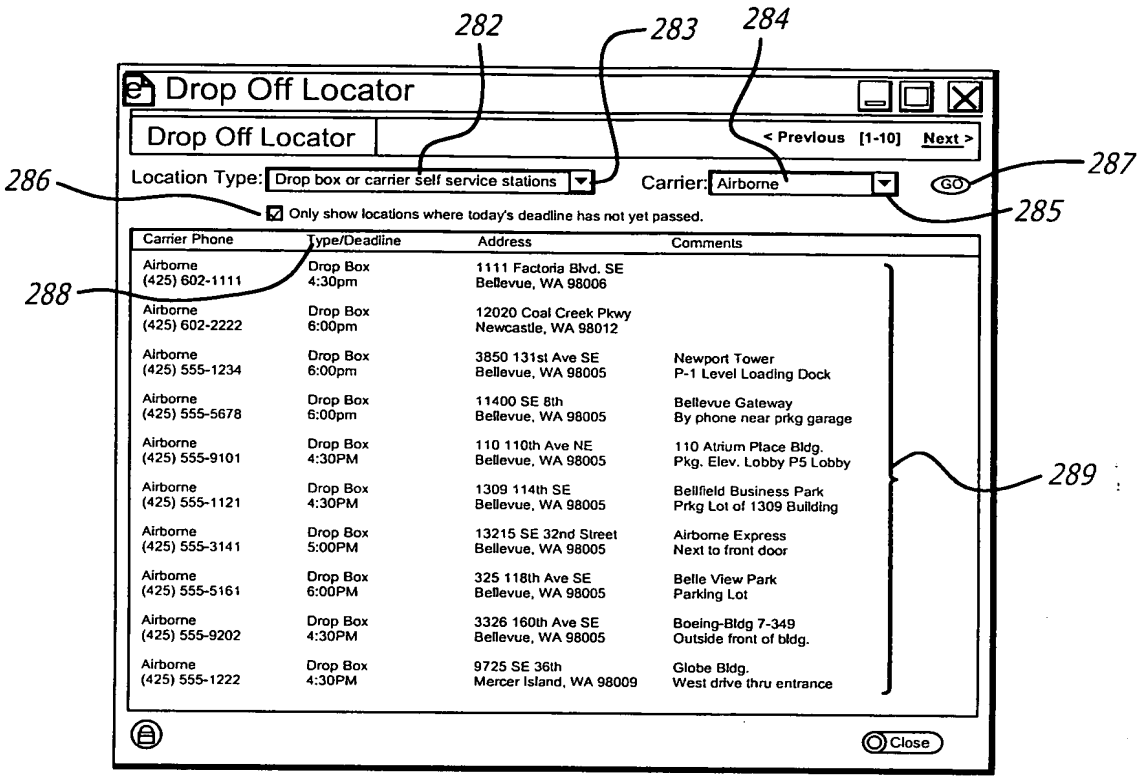

282
283
284
Drop Off Locator
Drop Off Locator
< Previous [1-10] Next >
Location Type: Drop box or carrier self service stations
Carrier: Airborne
GO
287
286
285
Only show locations where today's deadline has not yet passed.
288
289
Carrier Phone | Type/Deadline | Address | Comments
Airborne (425) 602-1111 | Drop Box 4:30pm | 1111 Factoria Blvd. SE Bellevue, WA 98006
Airborne (425) 602-2222 | Drop Box 6:00pm | 12020 Coal Creek Pkwy Newcastle, WA 98012
Airborne (425) 555-1234 | Drop Box 6:00pm | 3850 131st Ave SE Bellevue, WA 98005 | Newport Tower P-1 Level Loading Dock
Airborne (425) 555-5678 | Drop Box 6:00pm | 11400 SE 8th Bellevue, WA 98005 | Bellevue Gateway By phone near prkg garage
Airborne (425) 555-9101 | Drop Box 4:30PM | 110 110th Ave NE Bellevue, WA 98005 | 110 Atrium Place Bldg. Pkg. Elev. Lobby P5 Lobby
Airborne (425) 555-1121 | Drop Box 4:30PM | 1309 114th SE Bellevue, WA 98005 | Bellfield Business Park Prkg Lot of 1309 Building
Airborne (425) 555-3141 | Drop Box 5:00PM | 13215 SE 32nd Street Bellevue, WA 98005 | Airborne Express Next to front door
Airborne (425) 555-5161 | Drop Box 6:00PM | 325 118th Ave SE Bellevue, WA 98005 | Belle View Park Parking Lot
Airborne (425) 555-9202 | Drop Box 4:30PM | 3326 160th Ave SE Bellevue, WA 98005 | Boeing-Bldg 7-349 Outside front of bldg.
Airborne (425) 555-1222 | Drop Box 4:30PM | 9725 SE 36th Mercer Island, WA 98009 | Globe Bldg. West drive thru entrance
Close

FIG. 26

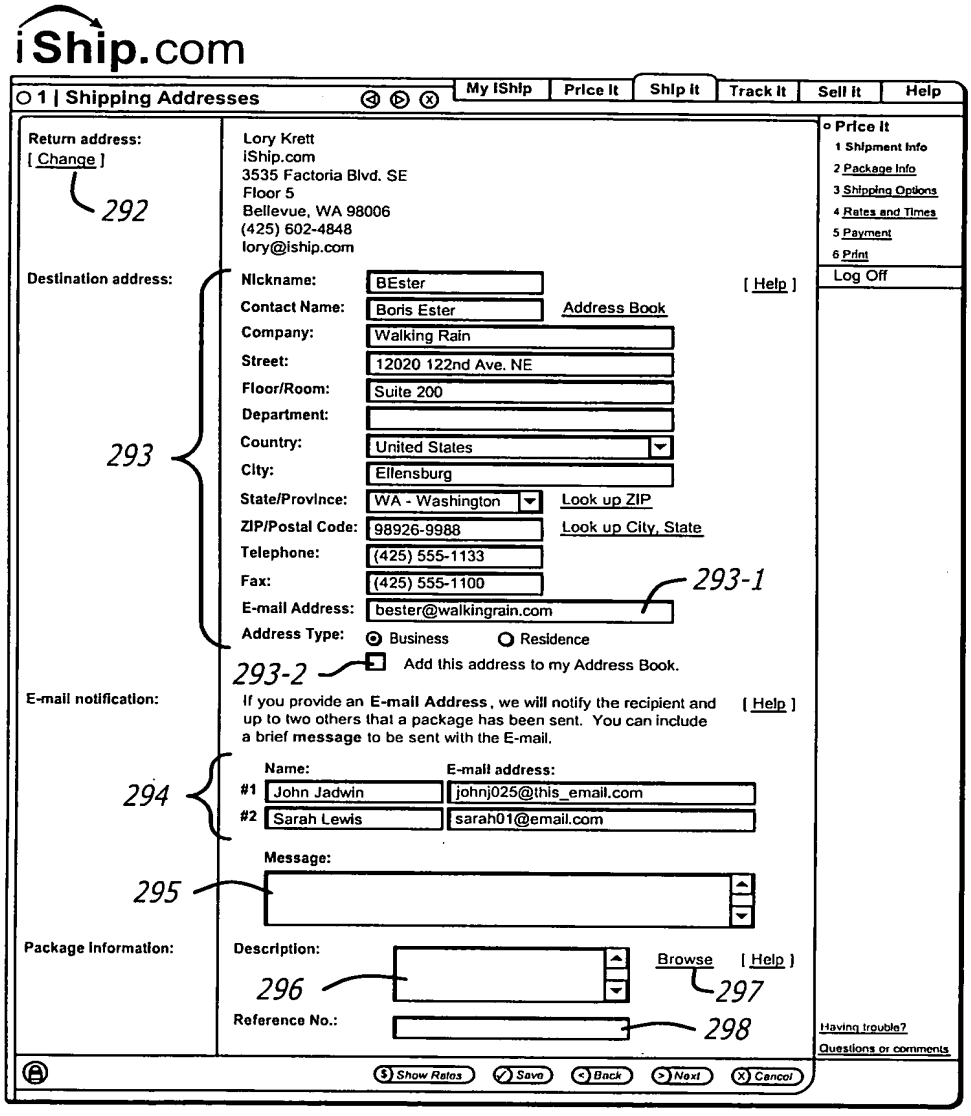

iShip.com
1 | Shipping Addresses
My IShip
Price It
Ship It
Track It
Sell It
Help
Return address:
[Change]
292
Lory Krett
iShip.com
3535 Factoria Blvd. SE
Floor 5
Bellevue, WA 98006
(425) 602-4848
lory@iship.com
Destination address:
293
Nickname: BEster
[Help]
Contact Name: Boris Ester
Address Book
Company: Walking Rain
Street: 12020 122nd Ave. NE
Floor/Room: Suite 200
Department:
Country: United States
City: Ellensburg
State/Province: WA - Washington
Look up ZIP
ZIP/Postal Code: 98926-9988
Look up City, State
Telephone: (425) 555-1133
Fax: (425) 555-1100
293-1
E-mail Address: bester@walkingrain.com
Address Type: Business Residence
293-2
Add this address to my Address Book.
E-mail notification:
If you provide an E-mail Address, we will notify the recipient and up to two others that a package has been sent. You can include a brief message to be sent with the E-mail.
[Help]
294
Name:
E-mail address:
#1 John Jadwin
johnj025@this_email.com
#2 Sarah Lewis
sarah01@email.com
Message:
295
Package Information:
Description:
296
Browse
[Help]
297
Reference No.:
298
Price It
1 Shipment Info
2 Package Info
3 Shipping Options
4 Rates and Times
5 Payment
6 Print
Log Off
Having trouble?
Questions or comments
Show Rates
Save
Back
Next
Cancel

FIG. 27

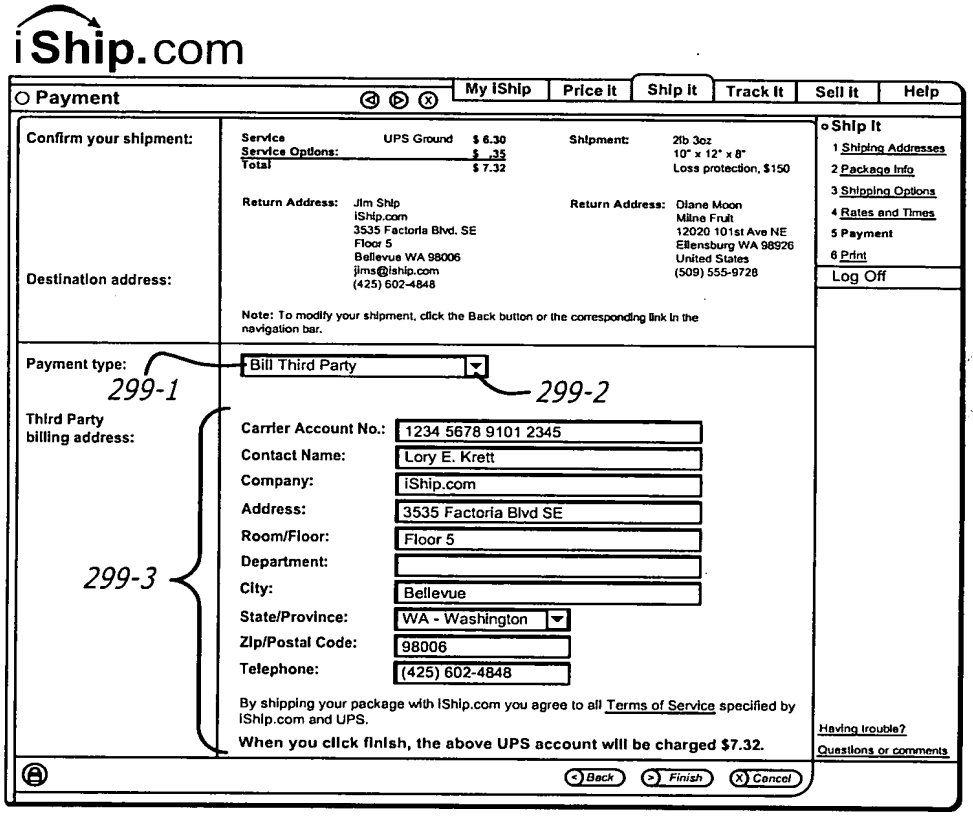

iShip.com
Payment
My IShip
Price It
Ship It
Track It
Sell It
Help
Confirm your shipment:
Service UPS Ground $ 6.30
Service Options: $ .35
Total $ 7.32
Shipment: 2lb 3oz
10" x 12" x 8"
Loss protection, $150
Return Address: Jim Ship
IShip.com
3535 Factoria Blvd. SE
Floor 5
Bellevue WA 98006
jims@iship.com
(425) 602-4848
Return Address: Diane Moon
Milne Fruit
12020 101st Ave NE
Ellensburg WA 98926
United States
(509) 555-9728
Destination address:
Note: To modify your shipment, click the Back button or the corresponding link in the navigation bar.
Payment type:
Bill Third Party
299-1
299-2
Third Party billing address:
299-3
Carrier Account No.: 1234 5678 9101 2345
Contact Name: Lory E. Krett
Company: iShip.com
Address: 3535 Factoria Blvd SE
Room/Floor: Floor 5
Department:
City: Bellevue
State/Province: WA - Washington
Zip/Postal Code: 98006
Telephone: (425) 602-4848
By shipping your package with IShip.com you agree to all Terms of Service specified by IShip.com and UPS.
When you click finish, the above UPS account will be charged $7.32.
Ship It
1 Shiping Addresses
2 Package Info
3 Shipping Options
4 Rates and Times
5 Payment
6 Print
Log Off
Having trouble?
Questions or comments
Back
Finish
Cancel

FIG. 28

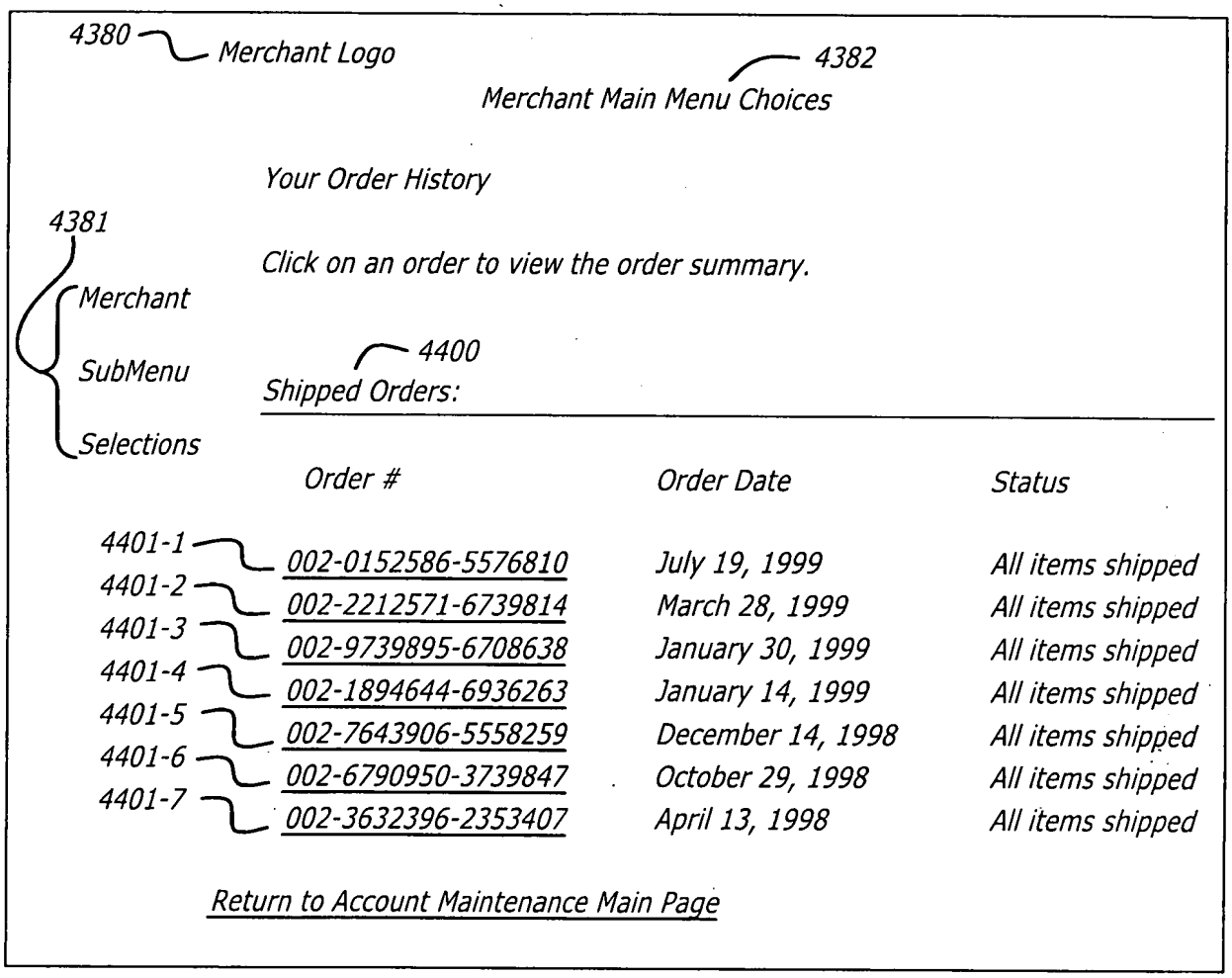

4380
Merchant Logo
4382
Merchant Main Menu Choices
Your Order History
4381
Click on an order to view the order summary.
Merchant
SubMenu
Selections
4400
Shipped Orders:
Order #
Order Date
Status
4401-1
002-0152586-5576810
July 19, 1999
All items shipped
4401-2
002-2212571-6739814
March 28, 1999
All items shipped
4401-3
002-9739895-6708638
January 30, 1999
All items shipped
4401-4
002-1894644-6936263
January 14, 1999
All items shipped
4401-5
002-7643906-5558259
December 14, 1998
All items shipped
4401-6
002-6790950-3739847
October 29, 1998
All items shipped
4401-7
002-3632396-2353407
April 13, 1998
All items shipped
Return to Account Maintenance Main Page

FIG. 29

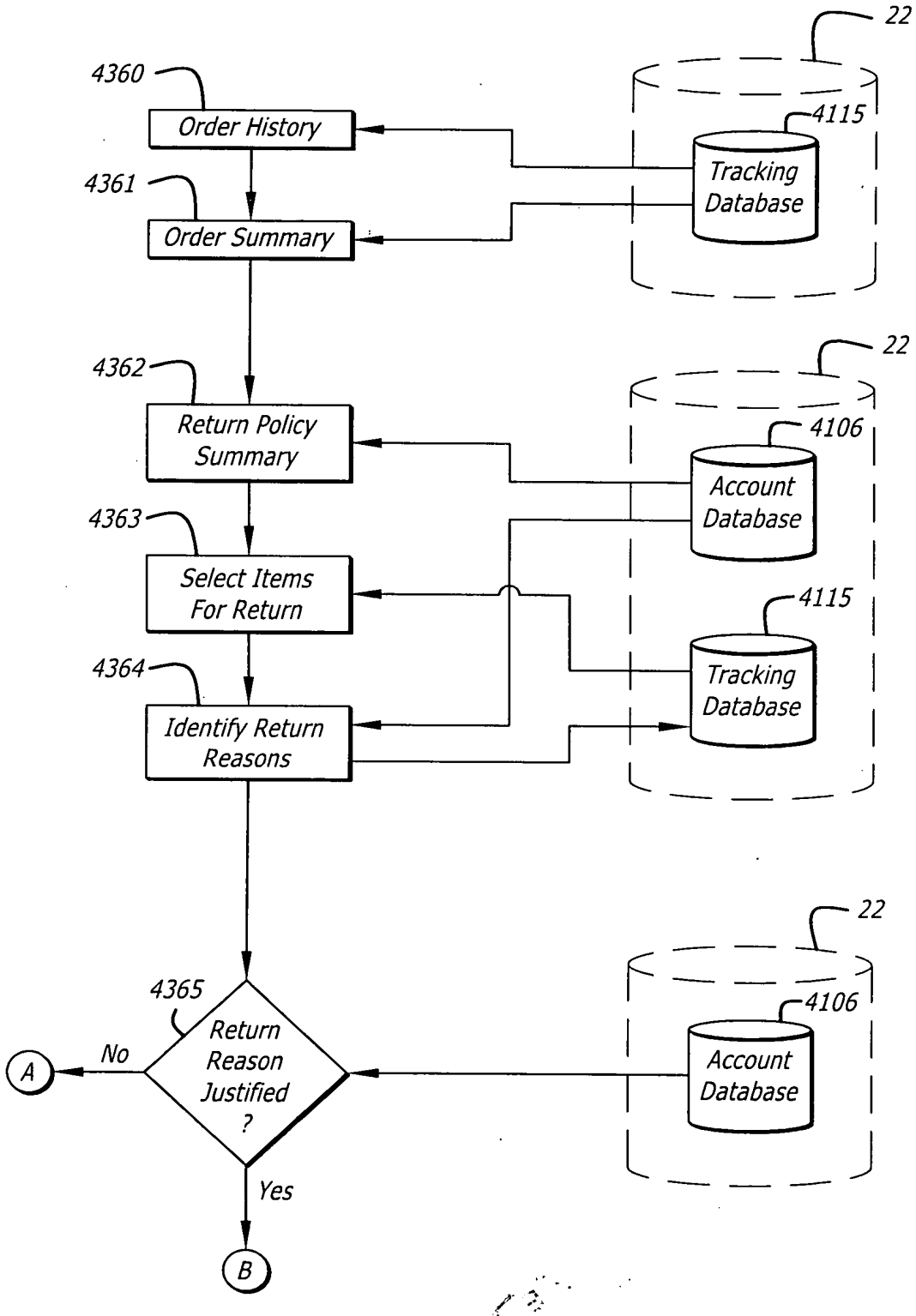

22
4360
Order History
4115
Tracking Database
4361
Order Summary
22
4362
Return Policy Summary
4106
Account Database
4363
Select Items For Return
4115
Tracking Database
4364
Identify Return Reasons
22
4365
Return Reason Justified ?
4106
Account Database
No
A
Yes
B

FIG. 30a

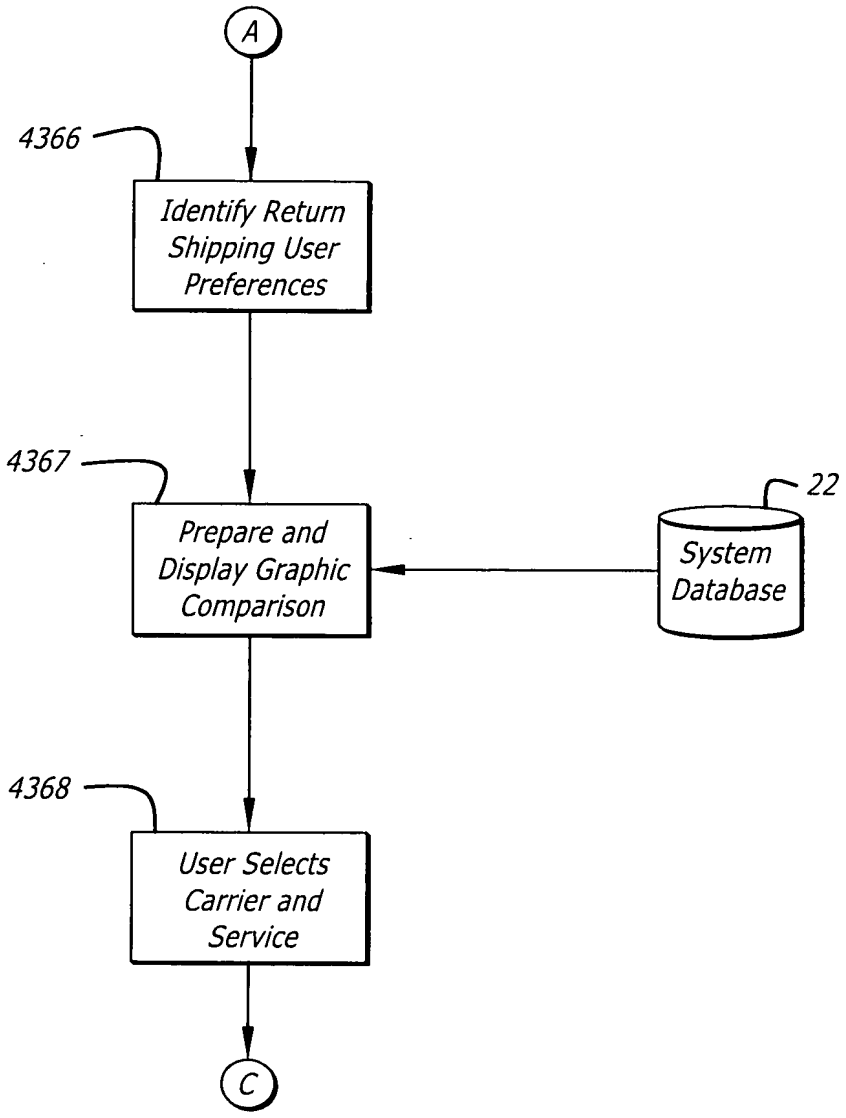

A
4366
Identify Return Shipping User Preferences
4367
Prepare and Display Graphic Comparison
22
System Database
4368
User Selects Carrier and Service
C

FIG. 30b

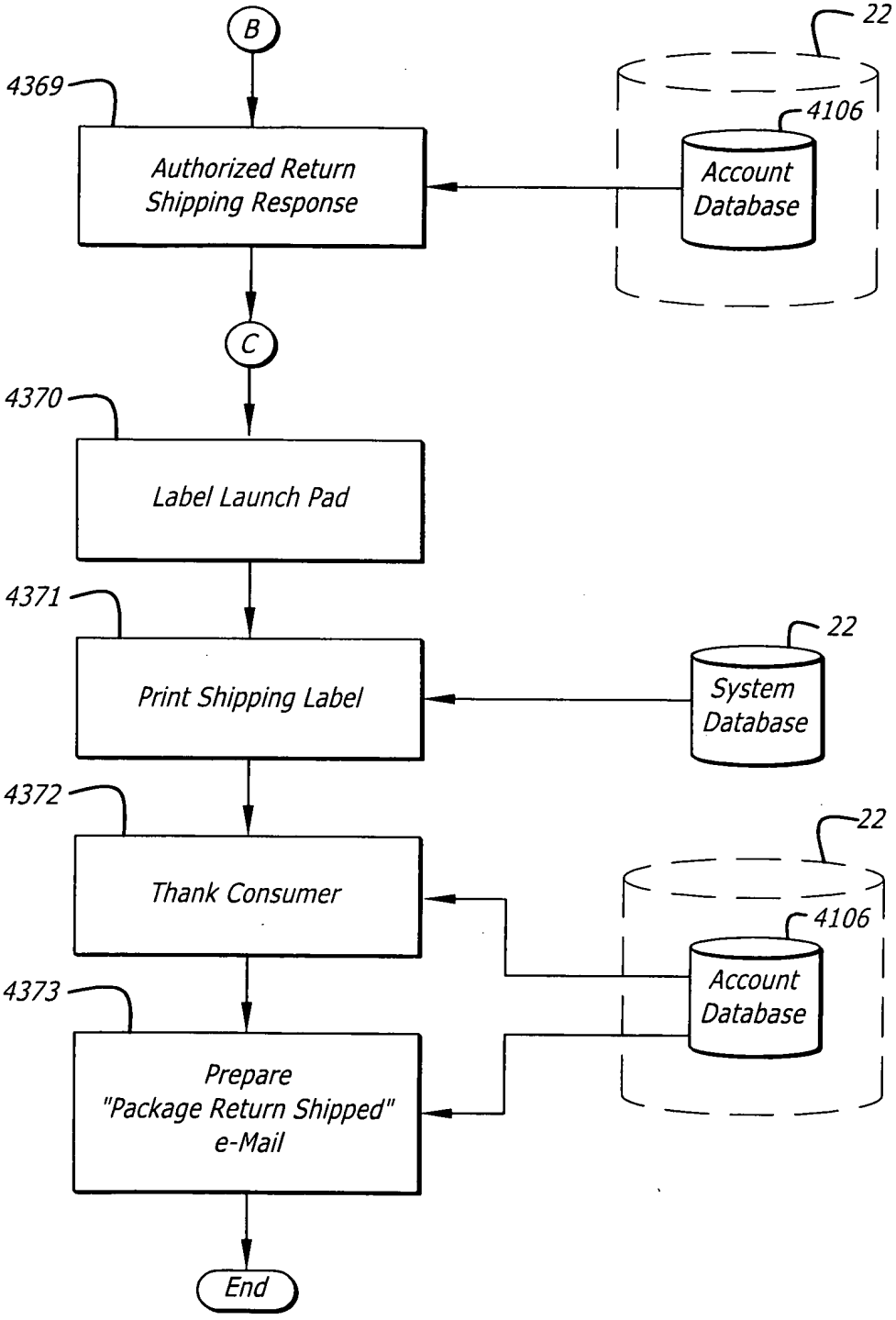

B
4369
Authorized Return Shipping Response
22
4106
Account Database
C
4370
Label Launch Pad
4371
Print Shipping Label
22
System Database
4372
Thank Consumer
22
4106
Account Database
4373
Prepare "Package Return Shipped" e-Mail
End

FIG. 30c

Merchant Logo

Merchant Main Menu Choices

Merchant SubMenu Selections

Order Summary 4401-1 — Return to Your Order History

Order #: 002-0152586-5576810

Date: July 19,1999 at 09:58 AM PDT — 4407

Status: All items shipped

Shipping Address: 4408
Scott J. Bean
iShip.com
2515 - 140th Ave NE Suite E-110
Bellevue, WA 98005 USA
425.602.5022

4402
Returns? Click Here:
Return services by iShip.com
iShip.com
Your Internet Package Shipper

Ship Method:	Number of Shipments:	Payment Method:
Standard Shipping	One shipment when complete order is ready	VISA Last 5 digits: 26781

4403
Items Ordered:

4404-1	1 of: Permission Marketing: Turning Strangers Into Friends and Friends Into Customers [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority.	$14.40
4404-2	1 of: Yeah, It's That Easy [ECD] [Audio CD] By: G. Love & Special Sauce 1 shipped on Jul. 20, 1999 via US First Class	$12.99
4404-3	1 of: For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED] [Audio CD] By: AC.DC 1 shipped on Jul. 19, 1999 via US Priority.	$11.49
4404-4	1 of: Odelay [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority	$12.99
4404-5	1 of: Natty Dread [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul. 19, 1999 via US Priority	$12.99
4404-6	1 of: Duo [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul. 19, 1999 via US Priority	$12.99
4404-7	1 of: RCA WSP150 900MHz Wireless Speakers [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground	$149.95

Track your package with iShip.com

4405

Item(s) Subtotal:	$227.80
Shipping & Handling:	$19.56
Total Before Tax:	$247.36
Tax:	$21.29
TOTAL:	$268.65

4406
Return to Your Order History

Top of Page

FIG. 31

Merchant Logo

Merchant Main Menu Choices

Merchant SubMenu Selections

Returns Service — Return to Your Order History

4420

Within 30 days of receipt of your shipment, you may return:

- Any book in original condition.
- Any unopened CD, DVD, VHS tape, or software.
- Any electronics merchandise or toy in new condition with its original packaging and accessories.

We will issue a full refund for the price of any item that meets these conditions. We only refund shipping costs if the item is a result of our error.

Order #: 002-0152586-5576810 — 4401-1

Date: July 19,1999 at 09:58 AM PDT

Status: All items shipped

Select the items you would like to return: **Price:**

4421-1 ☐ 1 of: **Permission Marketing: Turning Strangers Into Friends and Friends Into Customers** [Audio Cassette] — 4404-1
By: Seth Godin(Reader)
1 shipped on Jul. 19, 1999 via US Priority. — $14.40

4421-2 ☐ 1 of: **Yeah, It's That Easy [ECD]** [Audio CD] — 4404-2
By: G. Love & Special Sauce
1 shipped on Jul. 20, 1999 via US First Class — $12.99

4421-3 ☐ 1 of: **For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]** [Audio CD] — 4404-3
By: AC.DC
1 shipped on Jul. 19, 1999 via US Priority. — $11.49

4421-4 ☐ 1 of: **Odelay** [Audio CD] — 4404-4
By: Beck
1 shipped on Jul. 19, 1999 via US Priority — $12.99

4421-5 ☐ 1 of: **Natty Dread** [Audio CD] — 4404-5
By: Charlie Hunter Quartet
1 shipped on Jul. 19, 1999 via US Priority — $12.99

4421-6 ☐ 1 of: **Duo** [Audio CD] — 4404-6
By: Charlie Hunter, Leon Parker
1 shipped on Jul. 19, 1999 via US Priority — $12.99

4421-7 ☑ 1 of: **RCA WSP150 900MHz Wireless Speakers** [Electronics] — 4404-7
By: RCA
1 shipped on Jul. 20, 1999 via UPS Ground — $149.95
Track your package with IShip.com

4405

Item(s) Subtotal:	$227.80
Shipping & Handling:	$19.56
Total Before Tax:	$247.36
Tax:	$21.29
TOTAL:	$268.65

4406 — Next Step >> — 4422

Return to Your Order History

Top of Page

FIG. 32

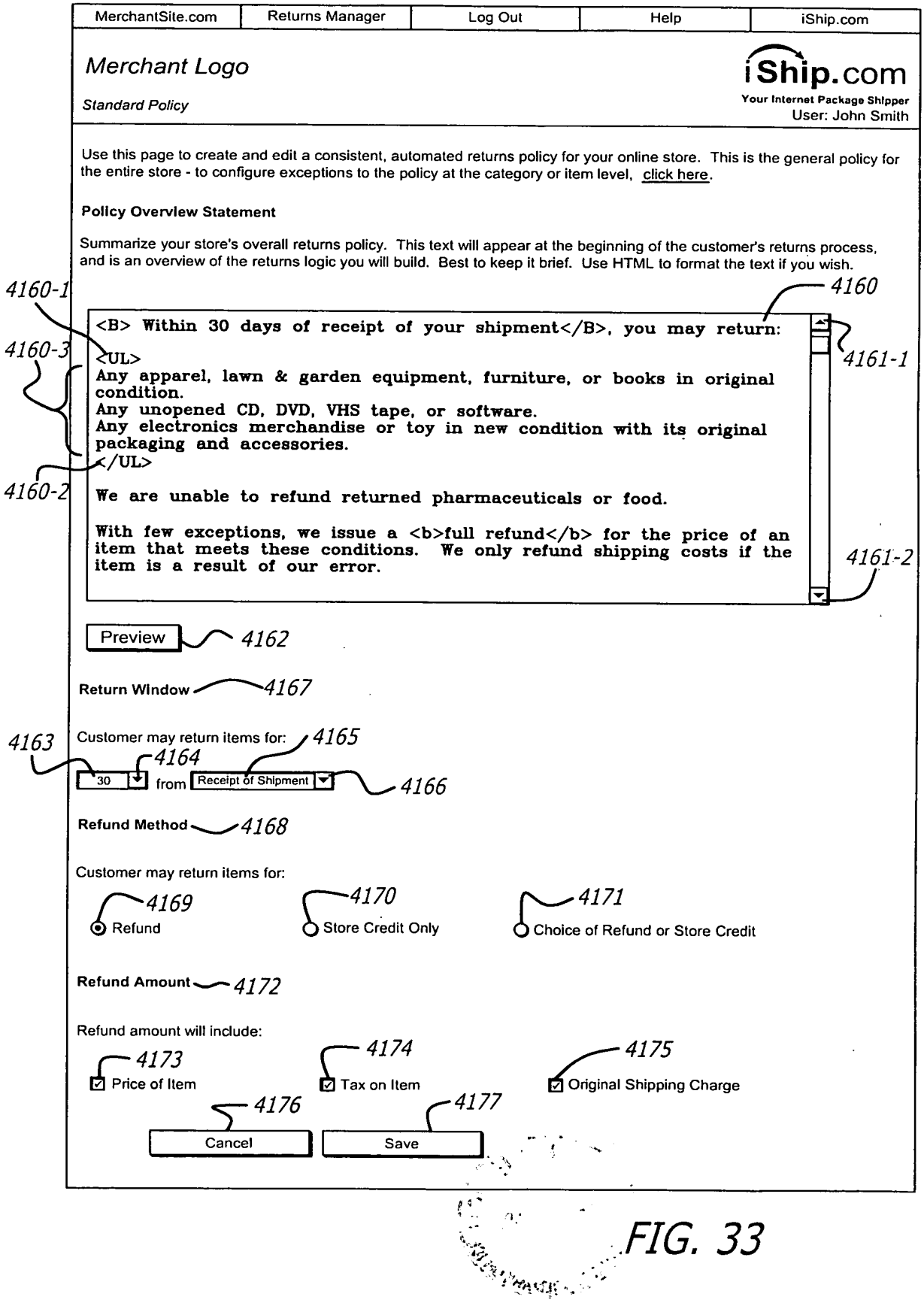

MerchantSite.com
Returns Manager
Log Out
Help
iShip.com
Merchant Logo
Standard Policy
iShip.com
Your Internet Package Shipper
User: John Smith
Use this page to create and edit a consistent, automated returns policy for your online store. This is the general policy for the entire store - to configure exceptions to the policy at the category or item level, click here.
Policy Overview Statement
Summarize your store's overall returns policy. This text will appear at the beginning of the customer's returns process, and is an overview of the returns logic you will build. Best to keep it brief. Use HTML to format the text if you wish.
4160-1
4160
4160-3
4161-1
<B> Within 30 days of receipt of your shipment</B>, you may return:
<UL>
Any apparel, lawn & garden equipment, furniture, or books in original condition.
Any unopened CD, DVD, VHS tape, or software.
Any electronics merchandise or toy in new condition with its original packaging and accessories.
</UL>
4160-2
We are unable to refund returned pharmaceuticals or food.
With few exceptions, we issue a full refund for the price of an item that meets these conditions. We only refund shipping costs if the item is a result of our error.
4161-2
Preview
4162
Return Window
4167
4163
Customer may return items for:
4165
4164
30
from
Receipt of Shipment
4166
Refund Method
4168
Customer may return items for:
4169
Refund
4170
Store Credit Only
4171
Choice of Refund or Store Credit
Refund Amount
4172
Refund amount will include:
4173
Price of Item
4174
Tax on Item
4175
Original Shipping Charge
4176
Cancel
4177
Save

FIG. 33

Return System Flow

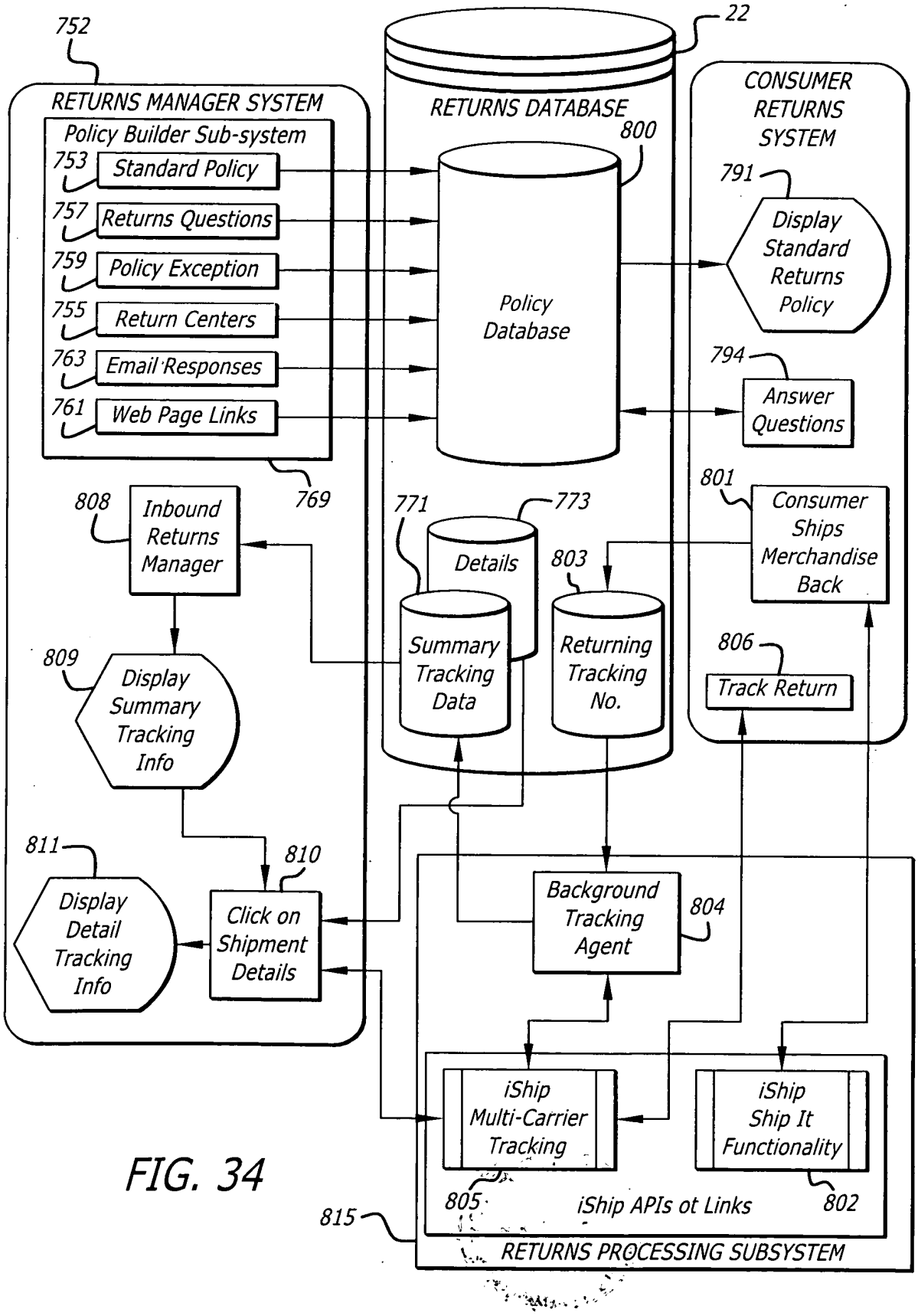


FIG. 34

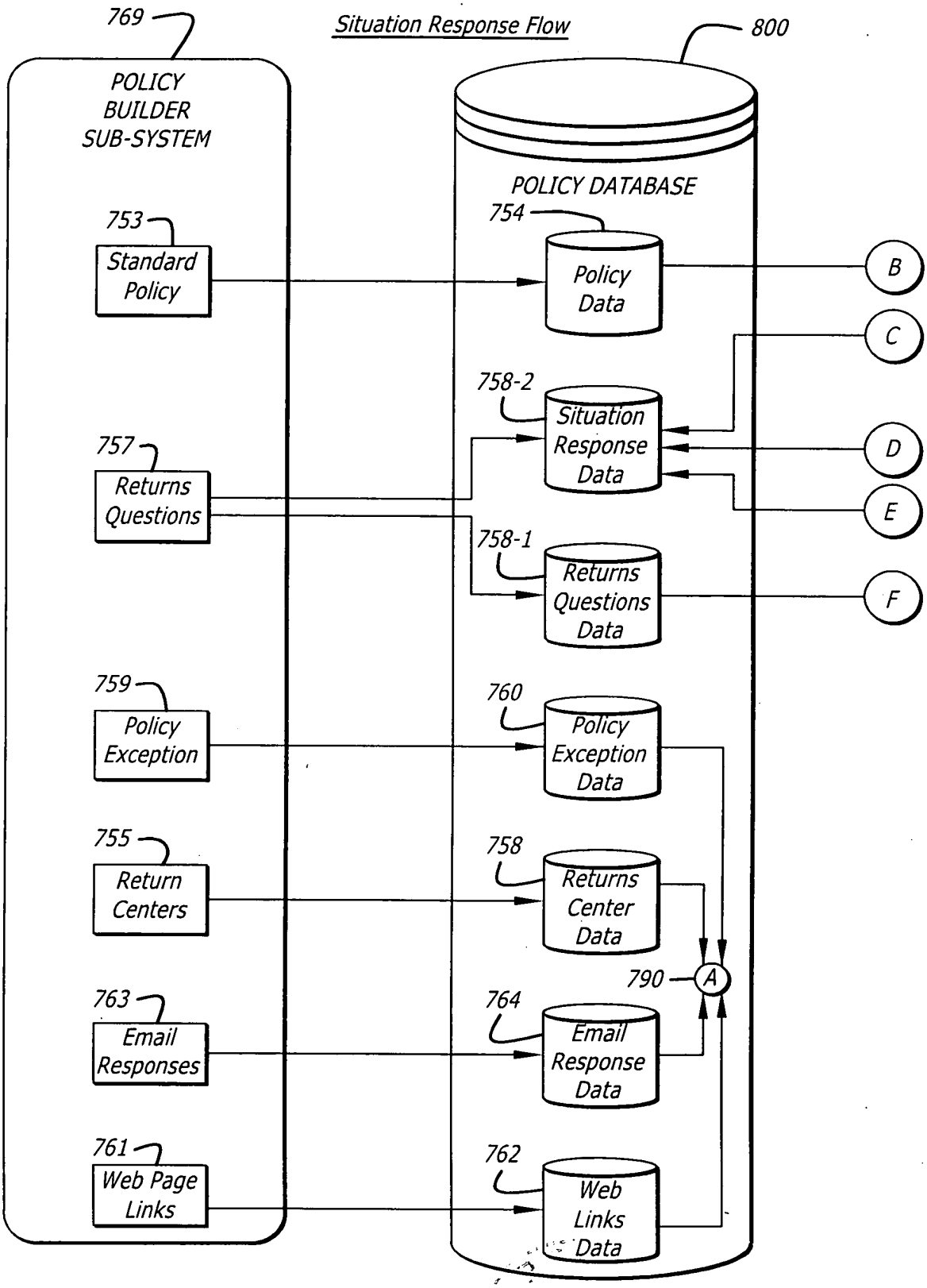

Situation Response Flow
769
POLICY BUILDER SUB-SYSTEM
800
POLICY DATABASE
753
Standard Policy
754
Policy Data
B
C
758-2
Situation Response Data
757
Returns Questions
D
E
758-1
Returns Questions Data
F
759
Policy Exception
760
Policy Exception Data
755
Return Centers
758
Returns Center Data
790
A
763
Email Responses
764
Email Response Data
761
Web Page Links
762
Web Links Data

FIG. 35-1

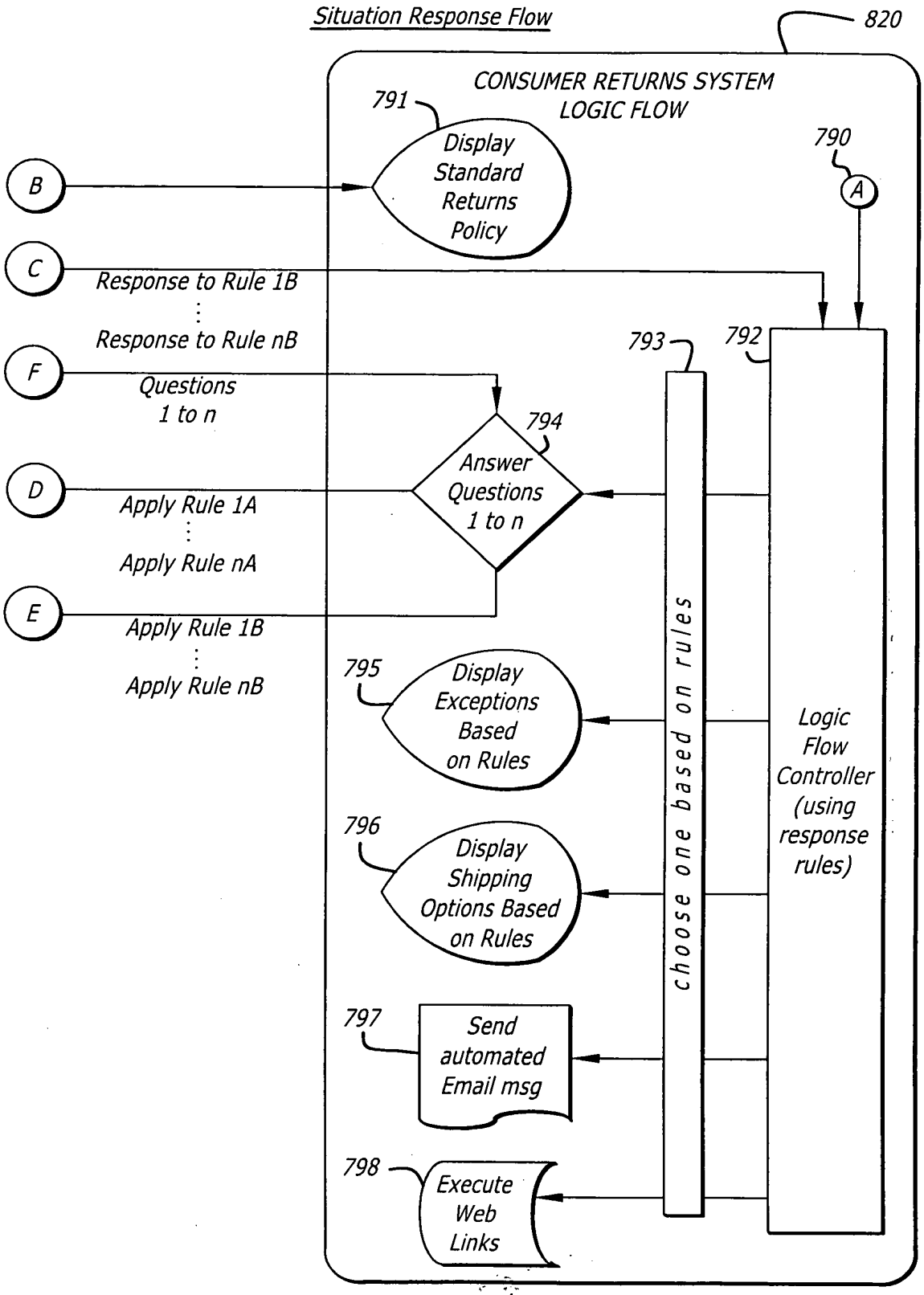

Situation Response Flow
820
CONSUMER RETURNS SYSTEM LOGIC FLOW
791
Display Standard Returns Policy
790
A
B
C
Response to Rule 1B
Response to Rule nB
F
Questions 1 to n
793
792
794
Answer Questions 1 to n
D
Apply Rule 1A
Apply Rule nA
E
Apply Rule 1B
Apply Rule nB
795
Display Exceptions Based on Rules
796
Display Shipping Options Based on Rules
797
Send automated Email msg
798
Execute Web Links
choose one based on rules
Logic Flow Controller (using response rules)

FIG. 35-2

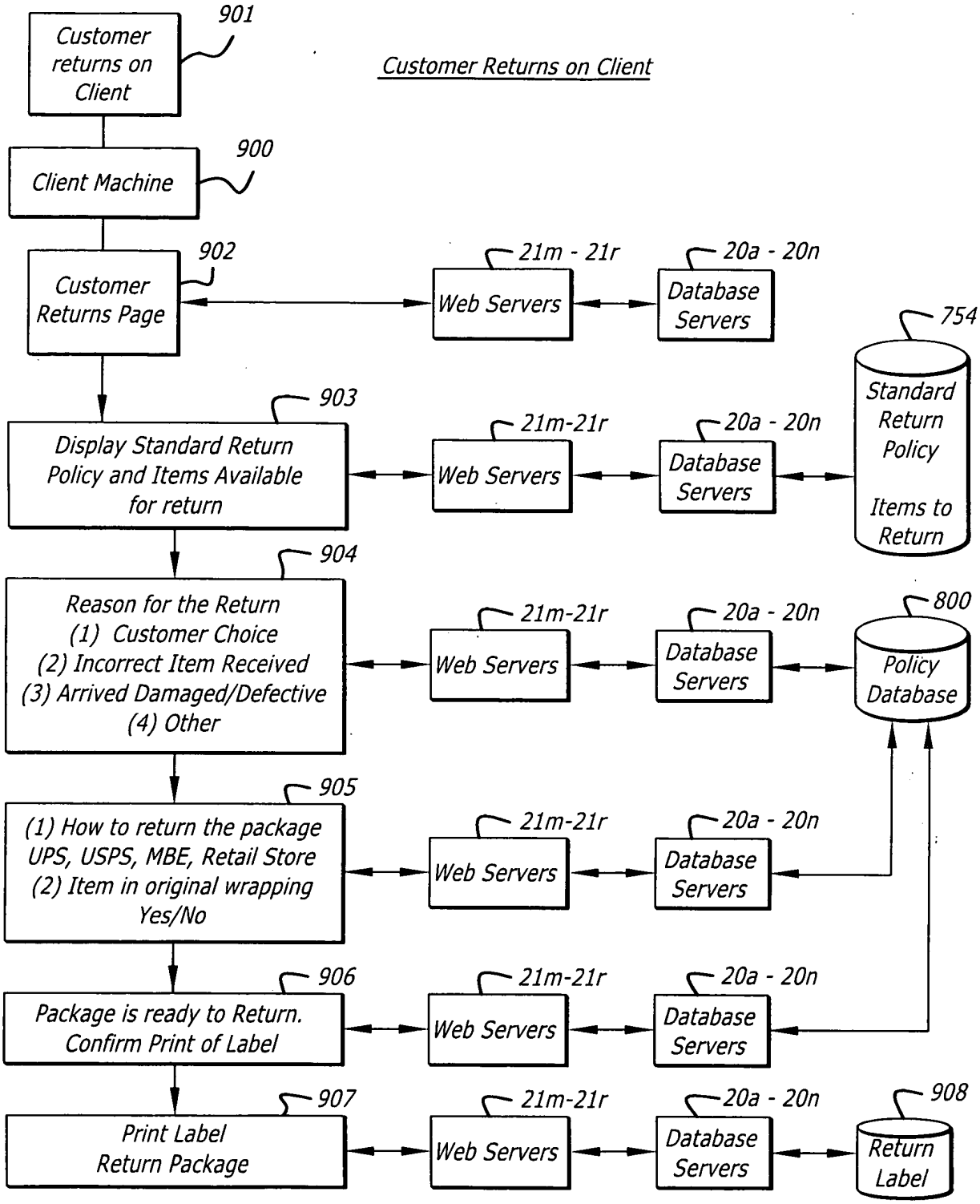

Customer Returns on Client
Customer returns on Client
901
Client Machine
900
Customer Returns Page
902
21m - 21r
Web Servers
20a - 20n
Database Servers
754
Standard Return Policy
Items to Return
903
Display Standard Return Policy and Items Available for return
21m-21r
Web Servers
20a - 20n
Database Servers
904
Reason for the Return
(1) Customer Choice
(2) Incorrect Item Received
(3) Arrived Damaged/Defective
(4) Other
21m-21r
Web Servers
20a - 20n
Database Servers
800
Policy Database
905
(1) How to return the package
UPS, USPS, MBE, Retail Store
(2) Item in original wrapping
Yes/No
21m-21r
Web Servers
20a - 20n
Database Servers
906
Package is ready to Return.
Confirm Print of Label
21m-21r
Web Servers
20a - 20n
Database Servers
907
Print Label
Return Package
21m-21r
Web Servers
20a - 20n
Database Servers
908
Return Label

FIG. 36

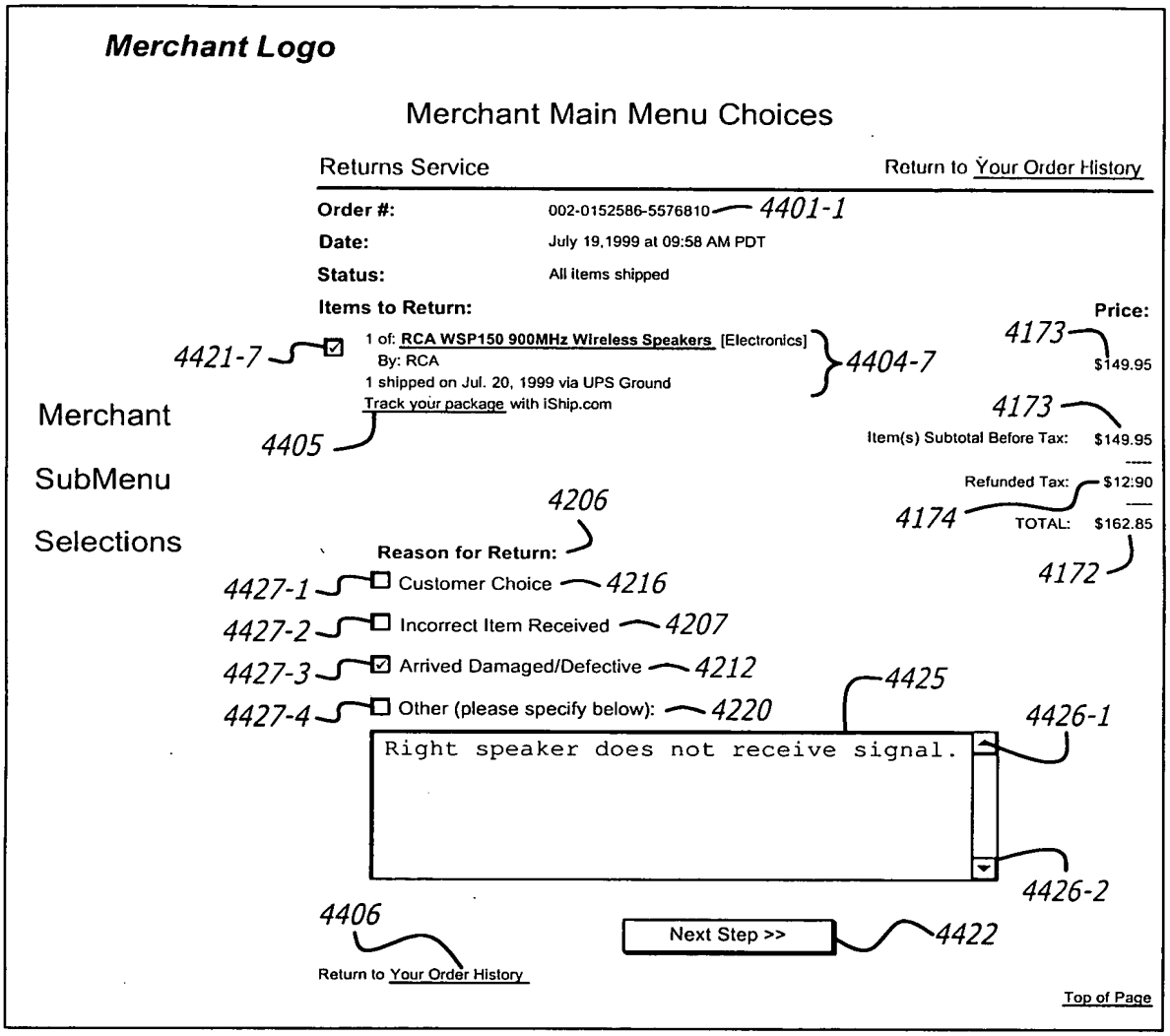

Merchant Logo
Merchant Main Menu Choices
Returns Service
Return to Your Order History
Order #: 002-0152586-5576810
4401-1
Date: July 19,1999 at 09:58 AM PDT
Status: All items shipped
Items to Return:
Price:
4421-7
1 of: RCA WSP150 900MHz Wireless Speakers [Electronics]
By: RCA
1 shipped on Jul. 20, 1999 via UPS Ground
Track your package with iShip.com
4404-7
4173
$149.95
4405
Merchant
SubMenu
Selections
4173
Item(s) Subtotal Before Tax: $149.95
Refunded Tax: $12.90
4174
TOTAL: $162.85
4172
4206
Reason for Return:
4427-1
Customer Choice
4216
4427-2
Incorrect Item Received
4207
4427-3
Arrived Damaged/Defective
4212
4427-4
Other (please specify below):
4220
4425
Right speaker does not receive signal.
4426-1
4426-2
4406
Next Step >>
4422
Return to Your Order History
Top of Page

FIG. 37

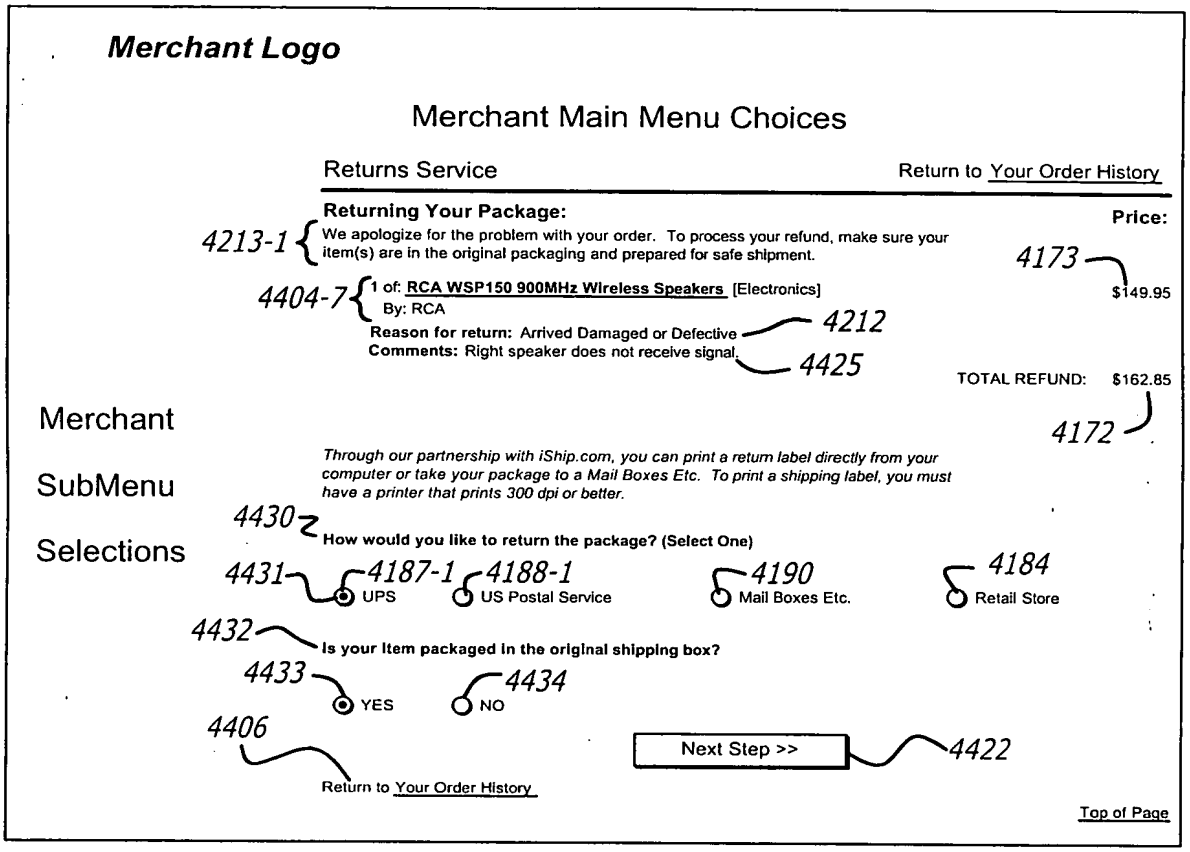

Merchant Logo
Merchant Main Menu Choices
Returns Service
Return to Your Order History
Returning Your Package:
Price:
4213-1
We apologize for the problem with your order. To process your refund, make sure your item(s) are in the original packaging and prepared for safe shipment.
4173
4404-7
1 of: RCA WSP150 900MHz Wireless Speakers [Electronics]
By: RCA
$149.95
Reason for return: Arrived Damaged or Defective
4212
Comments: Right speaker does not receive signal.
4425
TOTAL REFUND: $162.85
4172
Merchant
SubMenu
Selections
Through our partnership with iShip.com, you can print a return label directly from your computer or take your package to a Mail Boxes Etc. To print a shipping label, you must have a printer that prints 300 dpi or better.
4430
How would you like to return the package? (Select One)
4431
4187-1
UPS
4188-1
US Postal Service
4190
Mail Boxes Etc.
4184
Retail Store
4432
Is your item packaged in the original shipping box?
4433
YES
4434
NO
4406
Next Step >>
4422
Return to Your Order History
Top of Page

FIG. 38

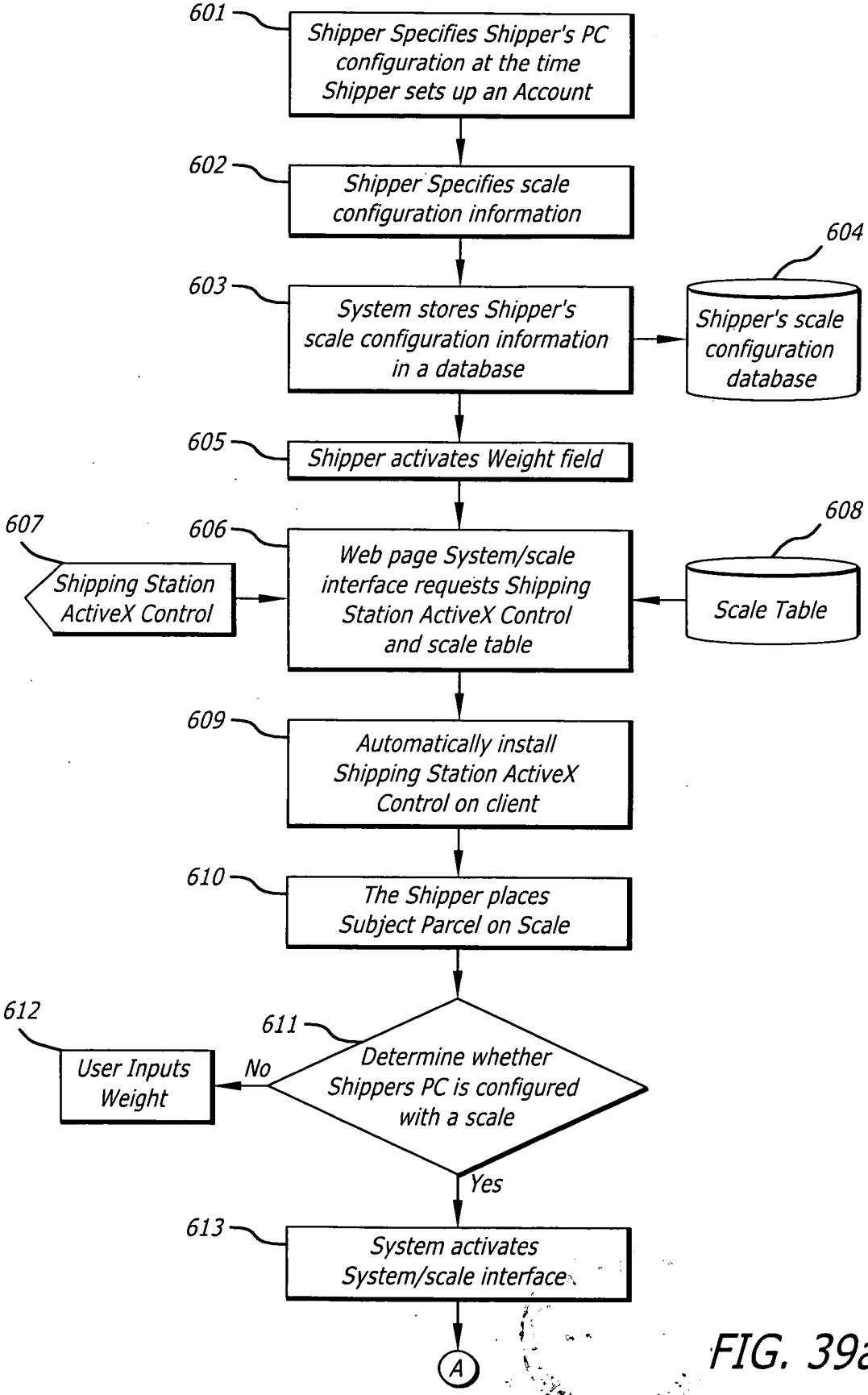

601
Shipper Specifies Shipper's PC configuration at the time Shipper sets up an Account
602
Shipper Specifies scale configuration information
604
603
System stores Shipper's scale configuration information in a database
Shipper's scale configuration database
605
Shipper activates Weight field
607
606
608
Shipping Station ActiveX Control
Web page System/scale interface requests Shipping Station ActiveX Control and scale table
Scale Table
609
Automatically install Shipping Station ActiveX Control on client
610
The Shipper places Subject Parcel on Scale
612
611
User Inputs Weight
No
Determine whether Shippers PC is configured with a scale
Yes
613
System activates System/scale interface
A

FIG. 39a

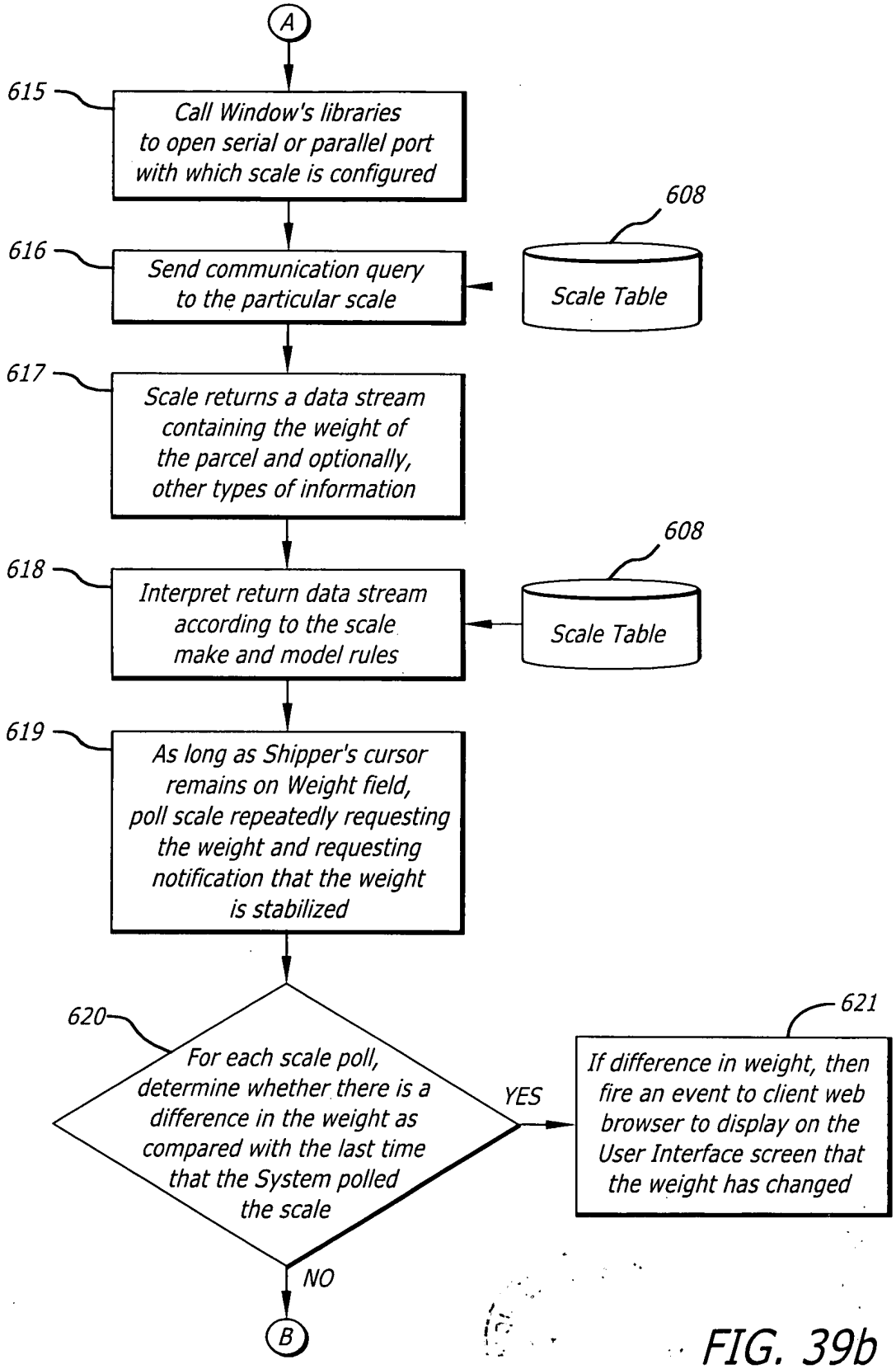

A
615
Call Window's libraries to open serial or parallel port with which scale is configured
608
616
Send communication query to the particular scale
Scale Table
617
Scale returns a data stream containing the weight of the parcel and optionally, other types of information
608
618
Interpret return data stream according to the scale make and model rules
Scale Table
619
As long as Shipper's cursor remains on Weight field, poll scale repeatedly requesting the weight and requesting notification that the weight is stabilized
620
For each scale poll, determine whether there is a difference in the weight as compared with the last time that the System polled the scale
YES
621
If difference in weight, then fire an event to client web browser to display on the User Interface screen that the weight has changed
NO
B

FIG. 39b

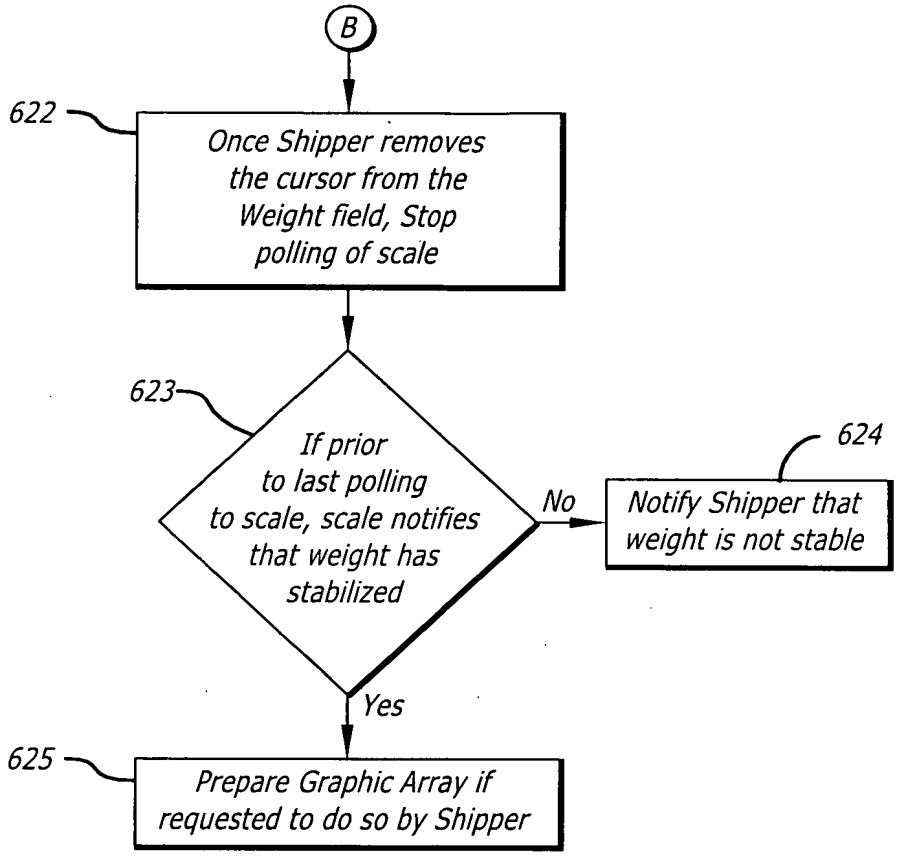

B
622
Once Shipper removes the cursor from the Weight field, Stop polling of scale
623
If prior to last polling to scale, scale notifies that weight has stabilized
No
624
Notify Shipper that weight is not stable
Yes
625
Prepare Graphic Array if requested to do so by Shipper

FIG. 39c

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

FIG. 40

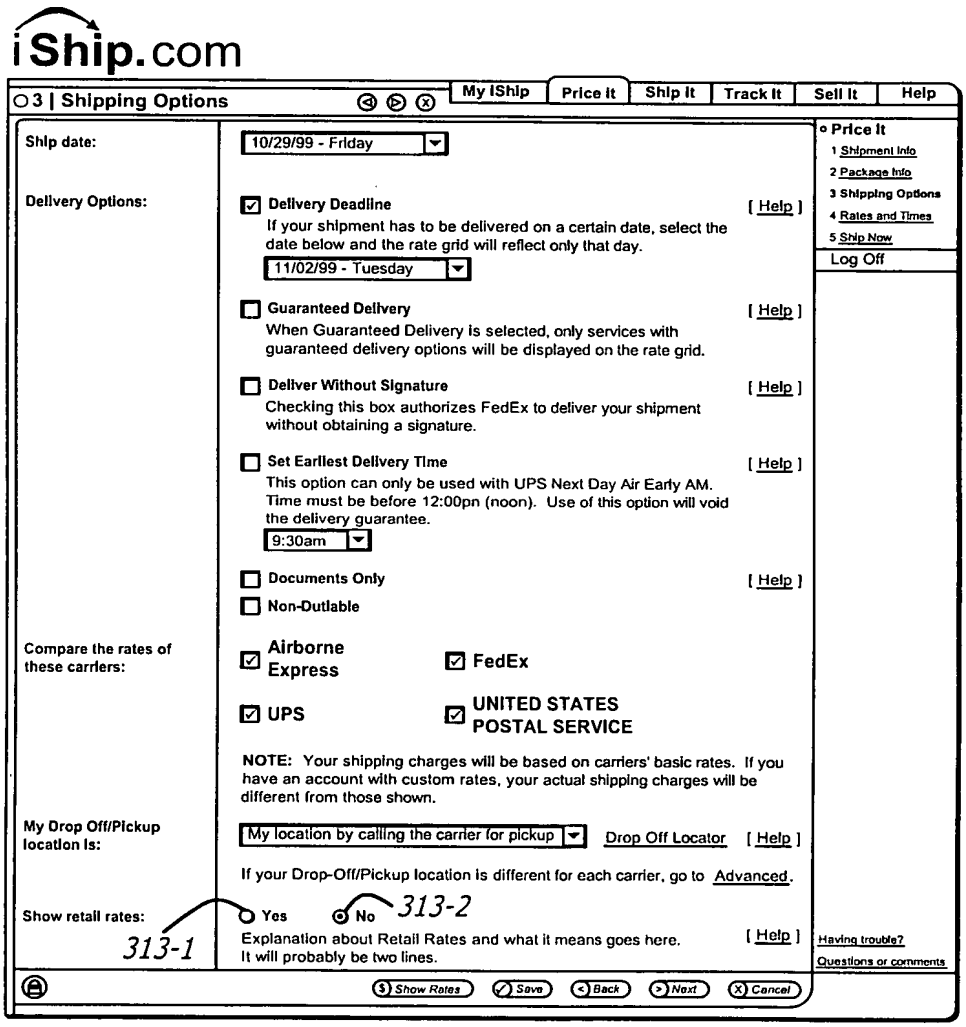

iShip.com
3 | Shipping Options
My IShip
Price It
Ship It
Track It
Sell It
Help
Ship date:
10/29/99 - Friday
Delivery Options:
Delivery Deadline
[Help]
If your shipment has to be delivered on a certain date, select the date below and the rate grid will reflect only that day.
11/02/99 - Tuesday
Guaranteed Delivery
[Help]
When Guaranteed Delivery is selected, only services with guaranteed delivery options will be displayed on the rate grid.
Deliver Without Signature
[Help]
Checking this box authorizes FedEx to deliver your shipment without obtaining a signature.
Set Earliest Delivery Time
[Help]
This option can only be used with UPS Next Day Air Early AM. Time must be before 12:00pn (noon). Use of this option will void the delivery guarantee.
9:30am
Documents Only
[Help]
Non-Dutiable
Compare the rates of these carriers:
Airborne Express
FedEx
UPS
UNITED STATES POSTAL SERVICE
NOTE: Your shipping charges will be based on carriers' basic rates. If you have an account with custom rates, your actual shipping charges will be different from those shown.
My Drop Off/Pickup location is:
My location by calling the carrier for pickup
Drop Off Locator
[Help]
If your Drop-Off/Pickup location is different for each carrier, go to Advanced.
Show retail rates:
Yes
No
313-1
313-2
Explanation about Retail Rates and what it means goes here. It will probably be two lines.
[Help]
Price It
1 Shipment Info
2 Package Info
3 Shipping Options
4 Rates and Times
5 Ship Now
Log Off
Having trouble?
Questions or comments
Show Rates
Save
Back
Next
Cancel

FIG. 41

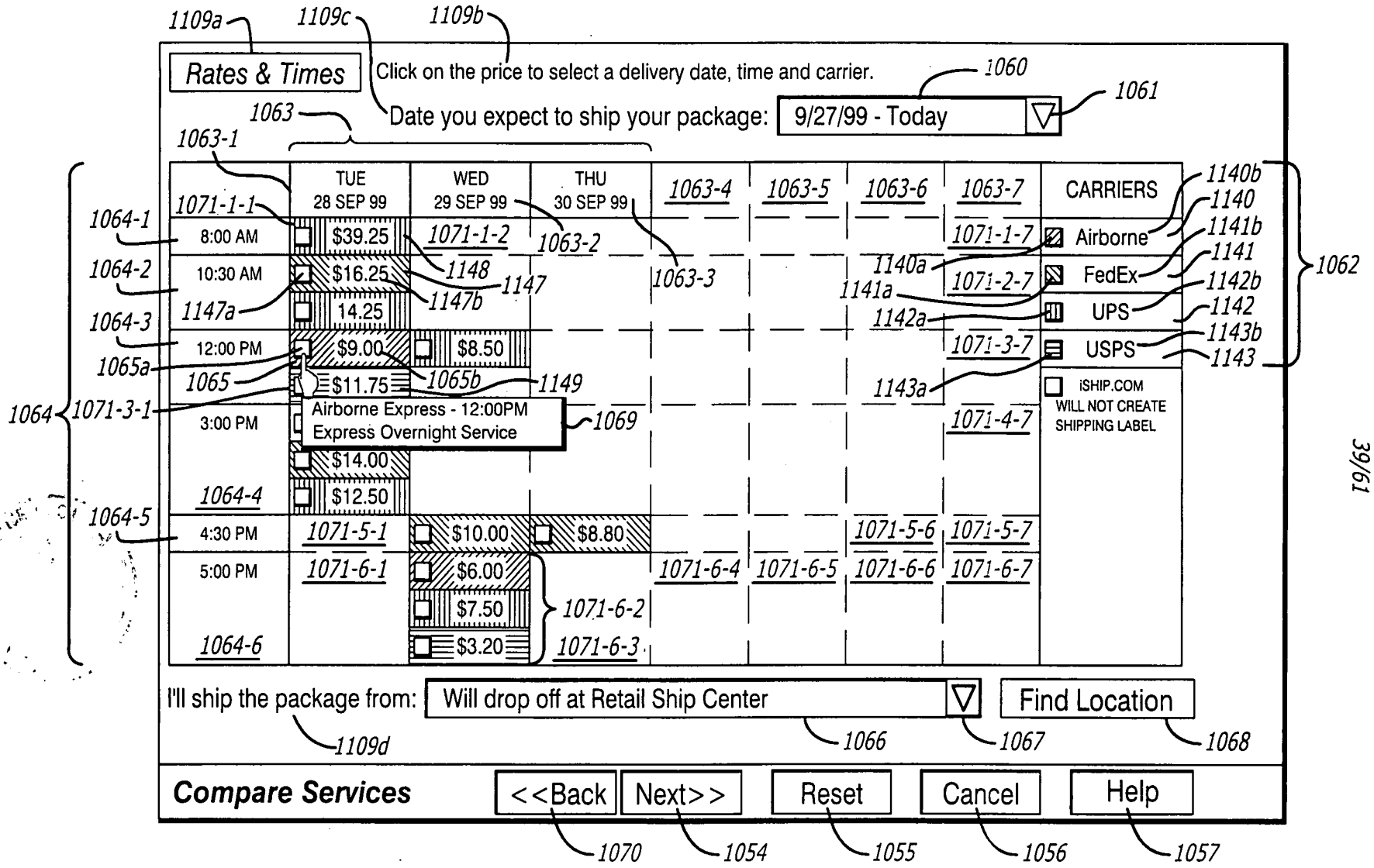

Rates & Times
Click on the price to select a delivery date, time and carrier.
Date you expect to ship your package:
9/27/99 - Today
TUE 28 SEP 99
WED 29 SEP 99
THU 30 SEP 99
CARRIERS
8:00 AM
10:30 AM
12:00 PM
3:00 PM
4:30 PM
5:00 PM
$39.25
$16.25
14.25
$9.00
$8.50
$11.75
$14.00
$12.50
$10.00
$8.80
$6.00
$7.50
$3.20
Airborne
FedEx
UPS
USPS
iSHIP.COM WILL NOT CREATE SHIPPING LABEL
Airborne Express - 12:00PM Express Overnight Service
I'll ship the package from:
Will drop off at Retail Ship Center
Find Location
Compare Services
<<Back
Next>>
Reset
Cancel
Help
1109a
1109c
1109b
1060
1061
1063
1063-1
1063-2
1063-3
1063-4
1063-5
1063-6
1063-7
1064
1064-1
1064-2
1064-3
1064-4
1064-5
1064-6
1065
1065a
1065b
1066
1067
1068
1069
1070
1071-1-1
1071-1-2
1071-1-7
1071-2-7
1071-3-1
1071-3-7
1071-4-7
1071-5-1
1071-5-6
1071-5-7
1071-6-1
1071-6-2
1071-6-3
1071-6-4
1071-6-5
1071-6-6
1071-6-7
1054
1055
1056
1057
1062
1140
1140a
1140b
1141
1141a
1141b
1142
1142a
1142b
1143
1143a
1143b
1147
1147a
1147b
1148
1149
1109d

FIG. 42

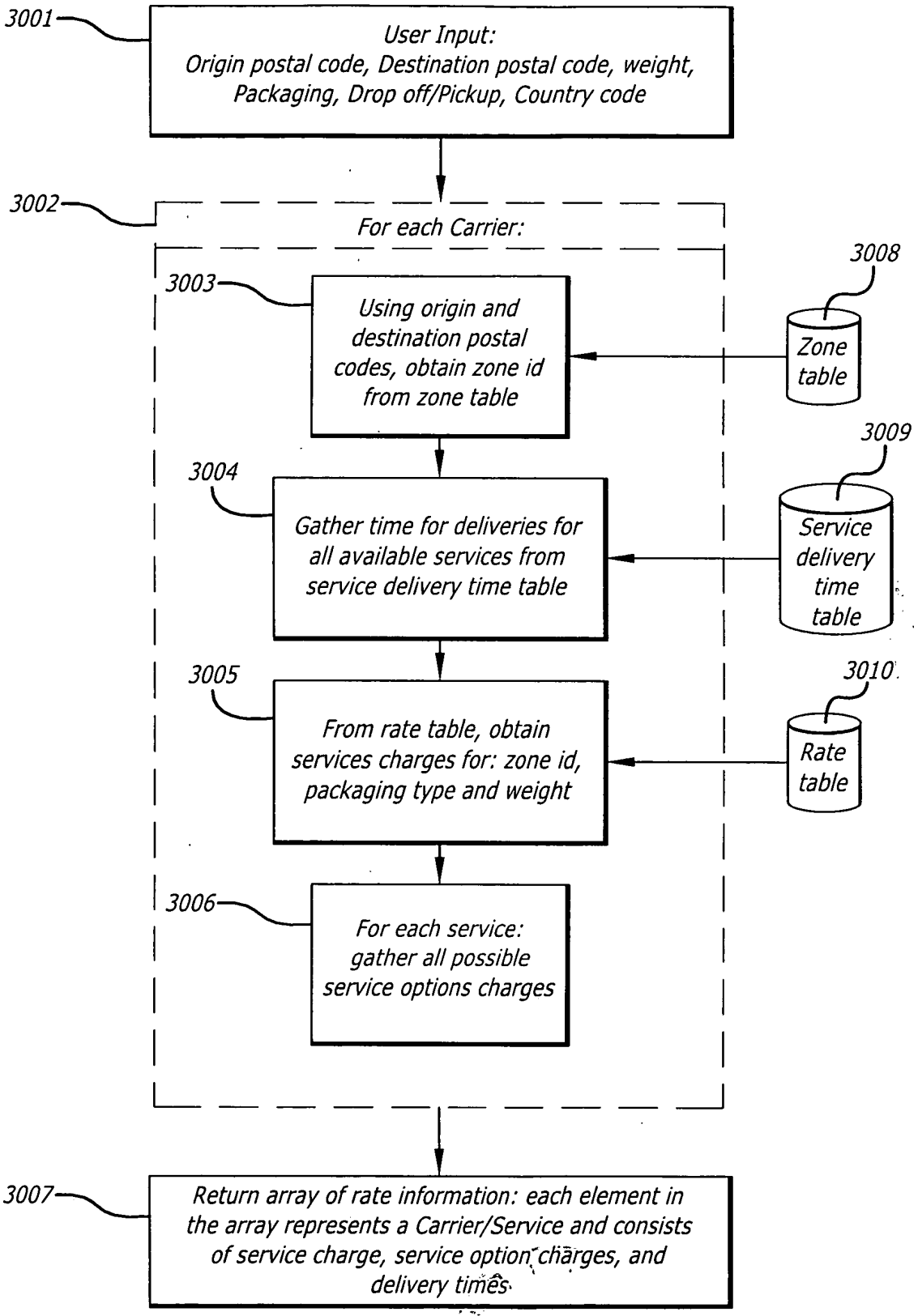

3001
User Input:
Origin postal code, Destination postal code, weight, Packaging, Drop off/Pickup, Country code
3002
For each Carrier:
3003
Using origin and destination postal codes, obtain zone id from zone table
3008
Zone table
3004
Gather time for deliveries for all available services from service delivery time table
3009
Service delivery time table
3005
From rate table, obtain services charges for: zone id, packaging type and weight
3010
Rate table
3006
For each service: gather all possible service options charges
3007
Return array of rate information: each element in the array represents a Carrier/Service and consists of service charge, service option charges, and delivery times

FIG. 43

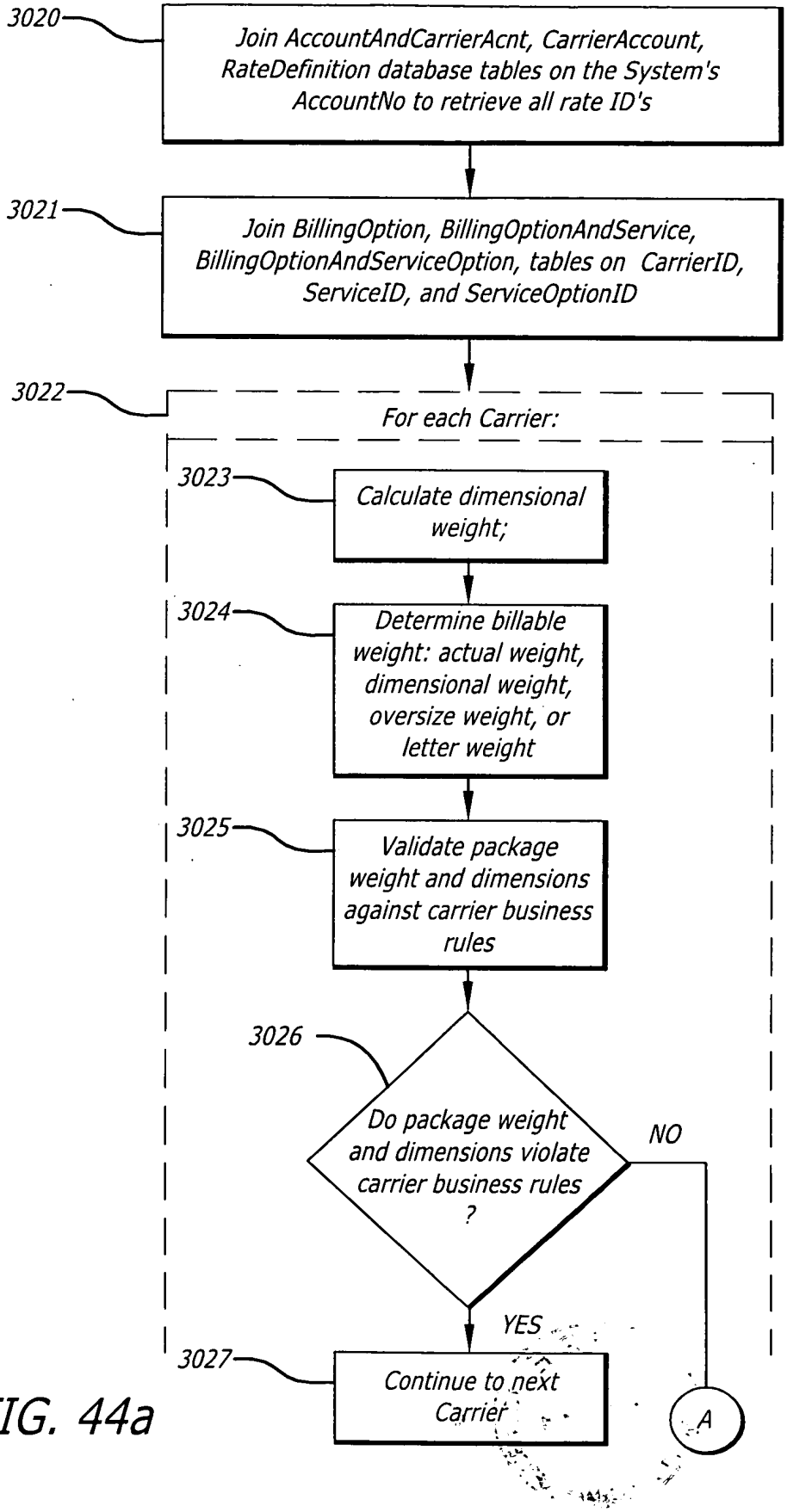

3020
Join AccountAndCarrierAcnt, CarrierAccount, RateDefinition database tables on the System's AccountNo to retrieve all rate ID's
3021
Join BillingOption, BillingOptionAndService, BillingOptionAndServiceOption, tables on CarrierID, ServiceID, and ServiceOptionID
3022
For each Carrier:
3023
Calculate dimensional weight;
3024
Determine billable weight: actual weight, dimensional weight, oversize weight, or letter weight
3025
Validate package weight and dimensions against carrier business rules
3026
Do package weight and dimensions violate carrier business rules ?
NO
YES
3027
Continue to next Carrier
A

FIG. 44a

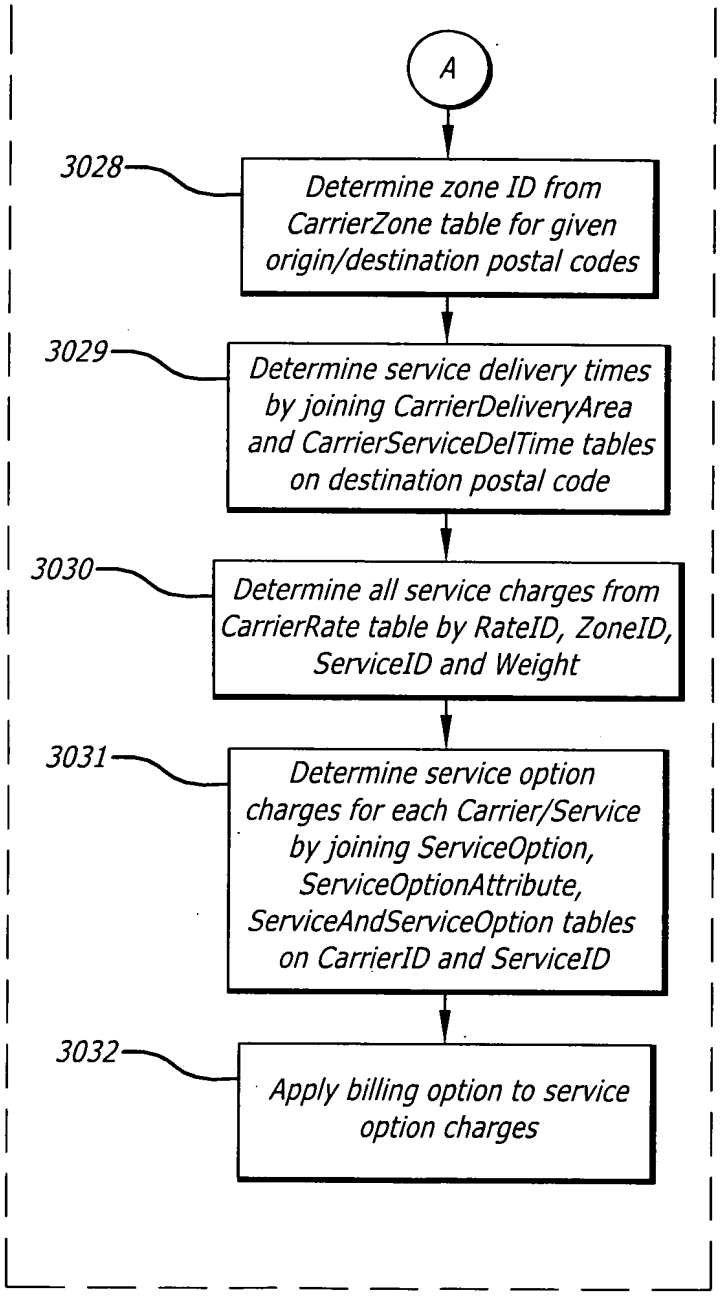

A
3028
Determine zone ID from CarrierZone table for given origin/destination postal codes
3029
Determine service delivery times by joining CarrierDeliveryArea and CarrierServiceDelTime tables on destination postal code
3030
Determine all service charges from CarrierRate table by RateID, ZoneID, ServiceID and Weight
3031
Determine service option charges for each Carrier/Service by joining ServiceOption, ServiceOptionAttribute, ServiceAndServiceOption tables on CarrierID and ServiceID
3032
Apply billing option to service option charges

FIG. 44b

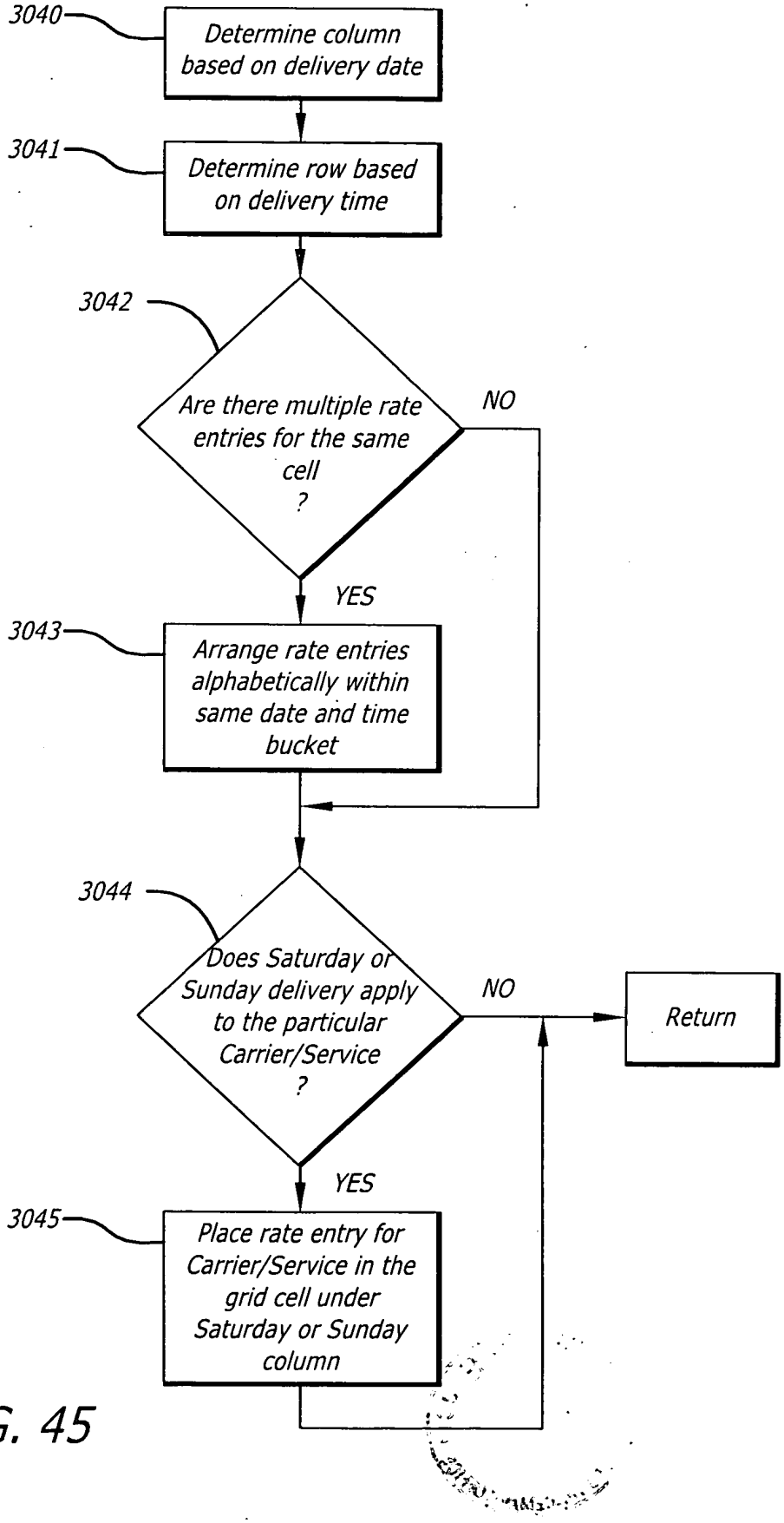

3040
Determine column based on delivery date
3041
Determine row based on delivery time
3042
Are there multiple rate entries for the same cell ?
NO
YES
3043
Arrange rate entries alphabetically within same date and time bucket
3044
Does Saturday or Sunday delivery apply to the particular Carrier/Service ?
NO
Return
YES
3045
Place rate entry for Carrier/Service in the grid cell under Saturday or Sunday column

FIG. 45

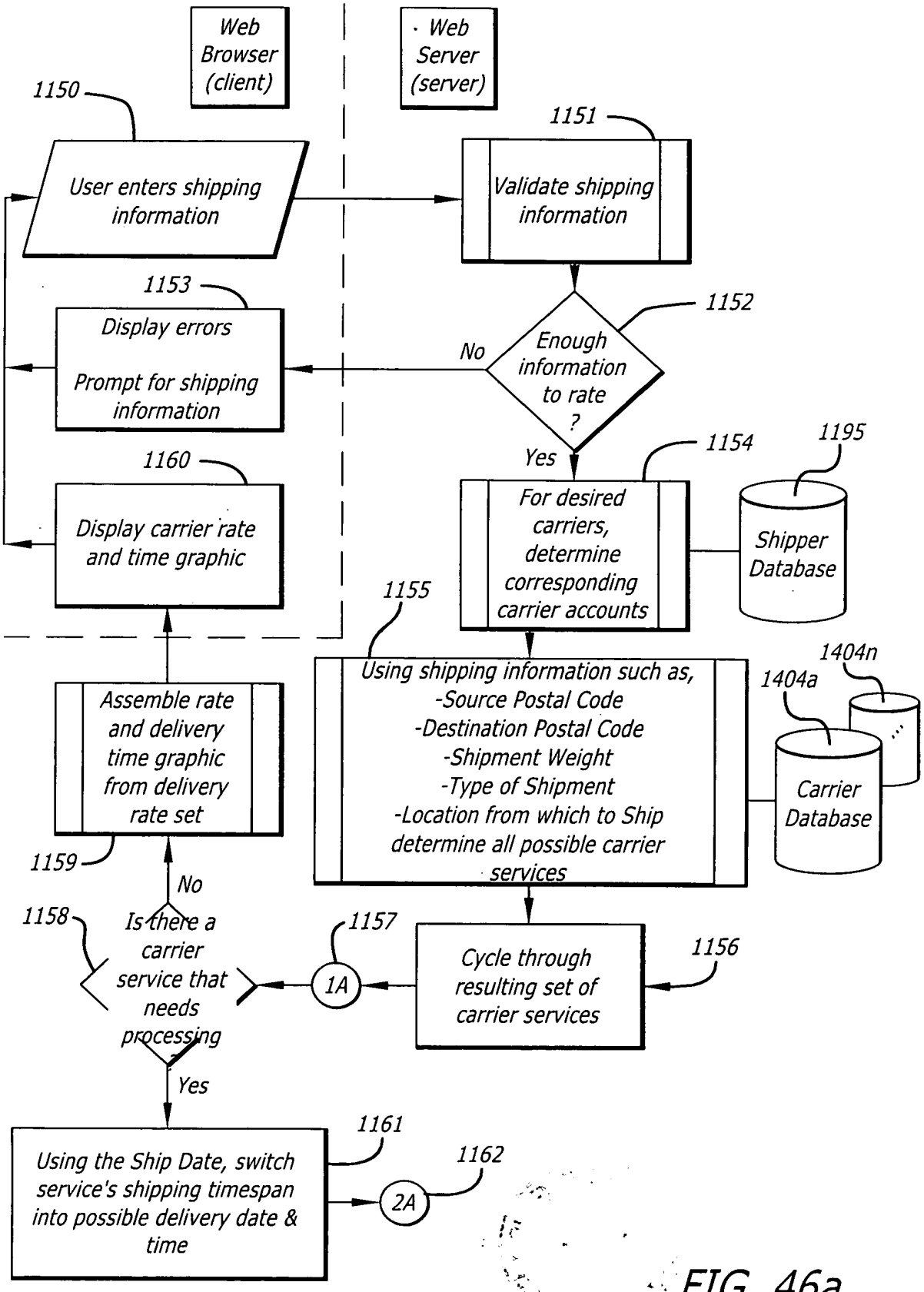

Web Browser (client)
Web Server (server)
1150
User enters shipping information
1151
Validate shipping information
1153
Display errors
Prompt for shipping information
No
1152
Enough information to rate ?
Yes
1154
For desired carriers, determine corresponding carrier accounts
1195
Shipper Database
1160
Display carrier rate and time graphic
1155
Using shipping information such as,
-Source Postal Code
-Destination Postal Code
-Shipment Weight
-Type of Shipment
-Location from which to Ship
determine all possible carrier services
1404n
1404a
Carrier Database
Assemble rate and delivery time graphic from delivery rate set
1159
No
1158
Is there a carrier service that needs processing
1157
1A
Cycle through resulting set of carrier services
1156
Yes
1161
Using the Ship Date, switch service's shipping timespan into possible delivery date & time
1162
2A

FIG. 46a

FIG. 46b

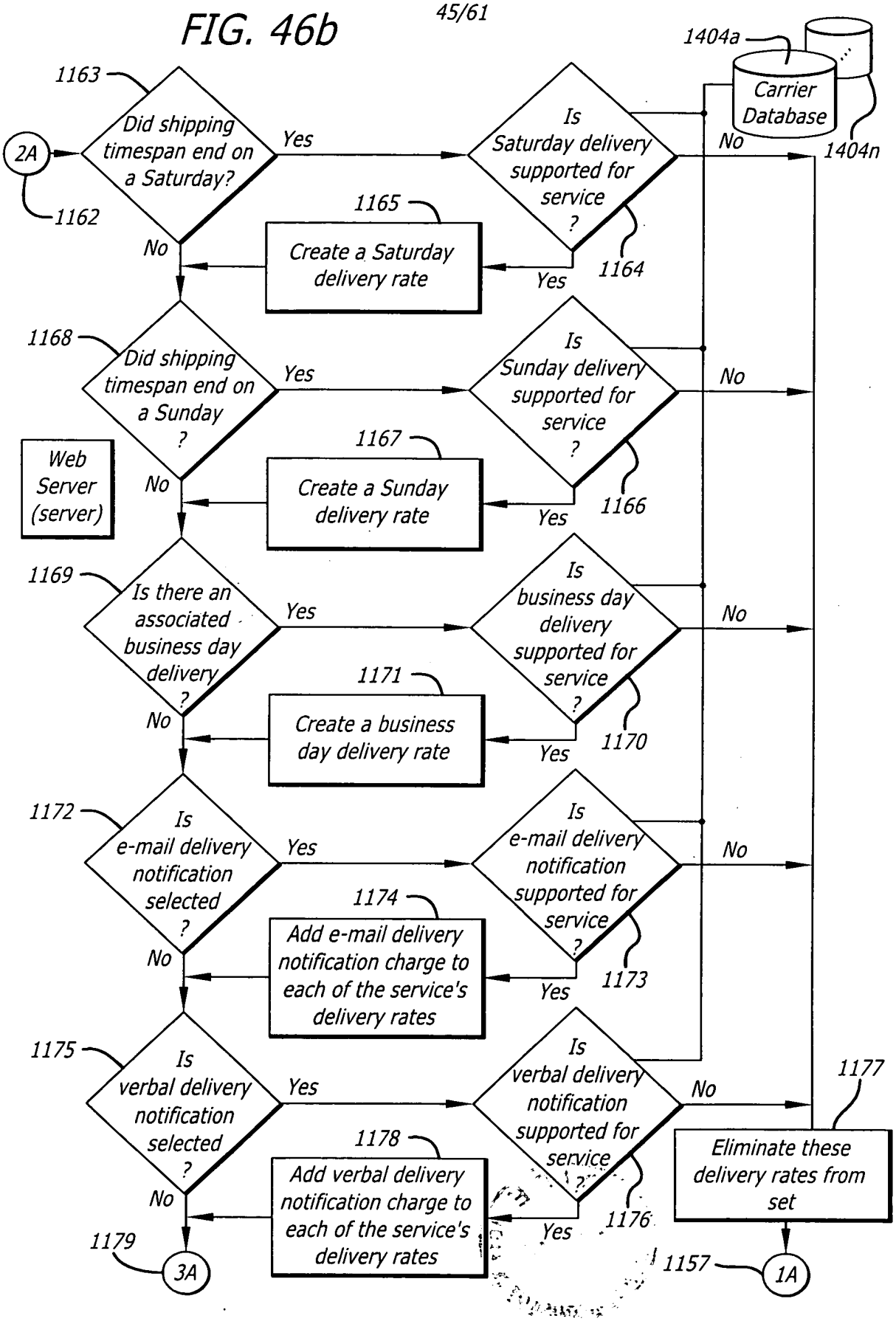
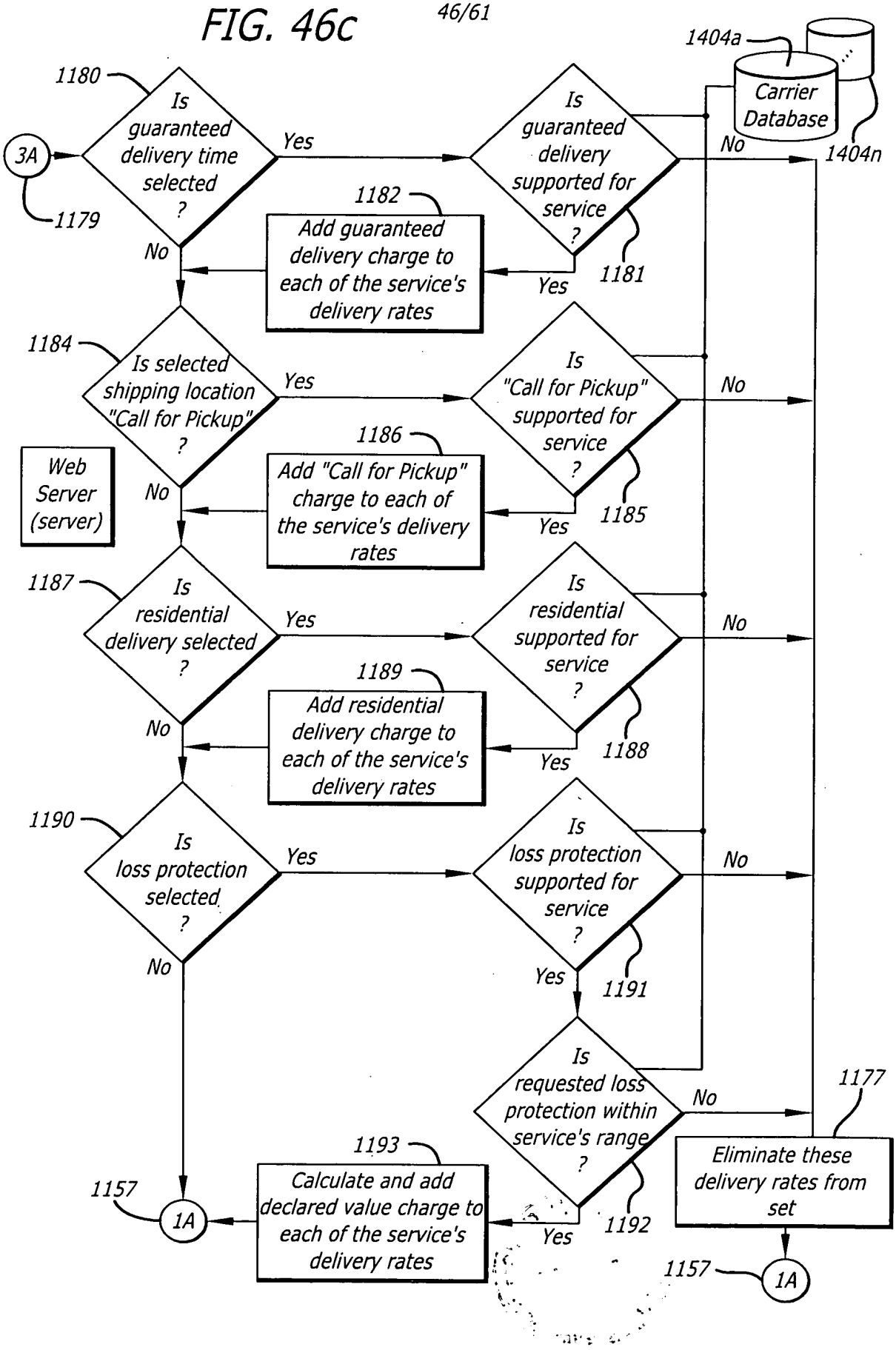

1404a
Carrier Database
1404n
1163
Did shipping timespan end on a Saturday?
Yes
No
2A
1162
Is Saturday delivery supported for service ?
1164
No
Yes
1165
Create a Saturday delivery rate
1168
Did shipping timespan end on a Sunday ?
Yes
No
Is Sunday delivery supported for service ?
1166
No
Yes
1167
Create a Sunday delivery rate
Web Server (server)
1169
Is there an associated business day delivery ?
Yes
No
Is business day delivery supported for service ?
1170
No
Yes
1171
Create a business day delivery rate
1172
Is e-mail delivery notification selected ?
Yes
No
Is e-mail delivery notification supported for service ?
1173
No
Yes
1174
Add e-mail delivery notification charge to each of the service's delivery rates
1175
Is verbal delivery notification selected ?
Yes
No
Is verbal delivery notification supported for service ?
1176
No
Yes
1178
Add verbal delivery notification charge to each of the service's delivery rates
1177
Eliminate these delivery rates from set
1179
3A
1157
1A

FIG. 46c


1404a
Carrier Database
1404n
1180
Is guaranteed delivery time selected ?
3A
1179
Yes
No
Is guaranteed delivery supported for service ?
No
Yes
1181
1182
Add guaranteed delivery charge to each of the service's delivery rates
1184
Is selected shipping location "Call for Pickup" ?
Yes
No
Is "Call for Pickup" supported for service ?
No
Yes
1185
1186
Add "Call for Pickup" charge to each of the service's delivery rates
Web Server (server)
1187
Is residential delivery selected ?
Yes
No
Is residential supported for service ?
No
Yes
1188
1189
Add residential delivery charge to each of the service's delivery rates
1190
Is loss protection selected ?
Yes
No
Is loss protection supported for service ?
No
Yes
1191
Is requested loss protection within service's range ?
No
Yes
1192
1177
Eliminate these delivery rates from set
1157
1A
1193
Calculate and add declared value charge to each of the service's delivery rates
1157
1A

Redacted Version

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

FIG. 47

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

Redacted per 37 CFR 1.217(d)(2)(ii)

FIG. 48

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

FIG. 49

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

FIG. 50

REDACTED UNDER 37 C.F.R. § 1.217(d)(2)(ii)

FIG. 51

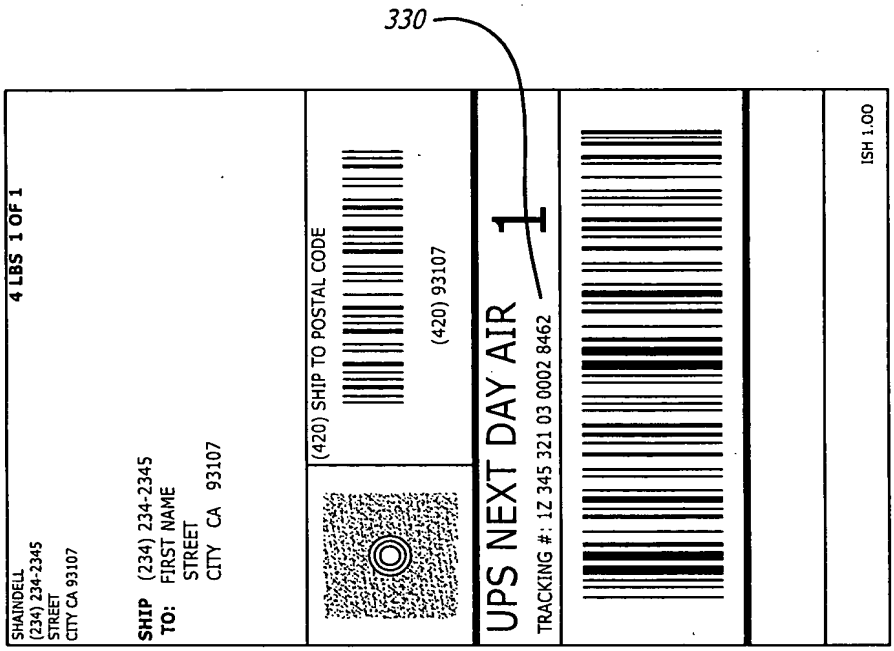
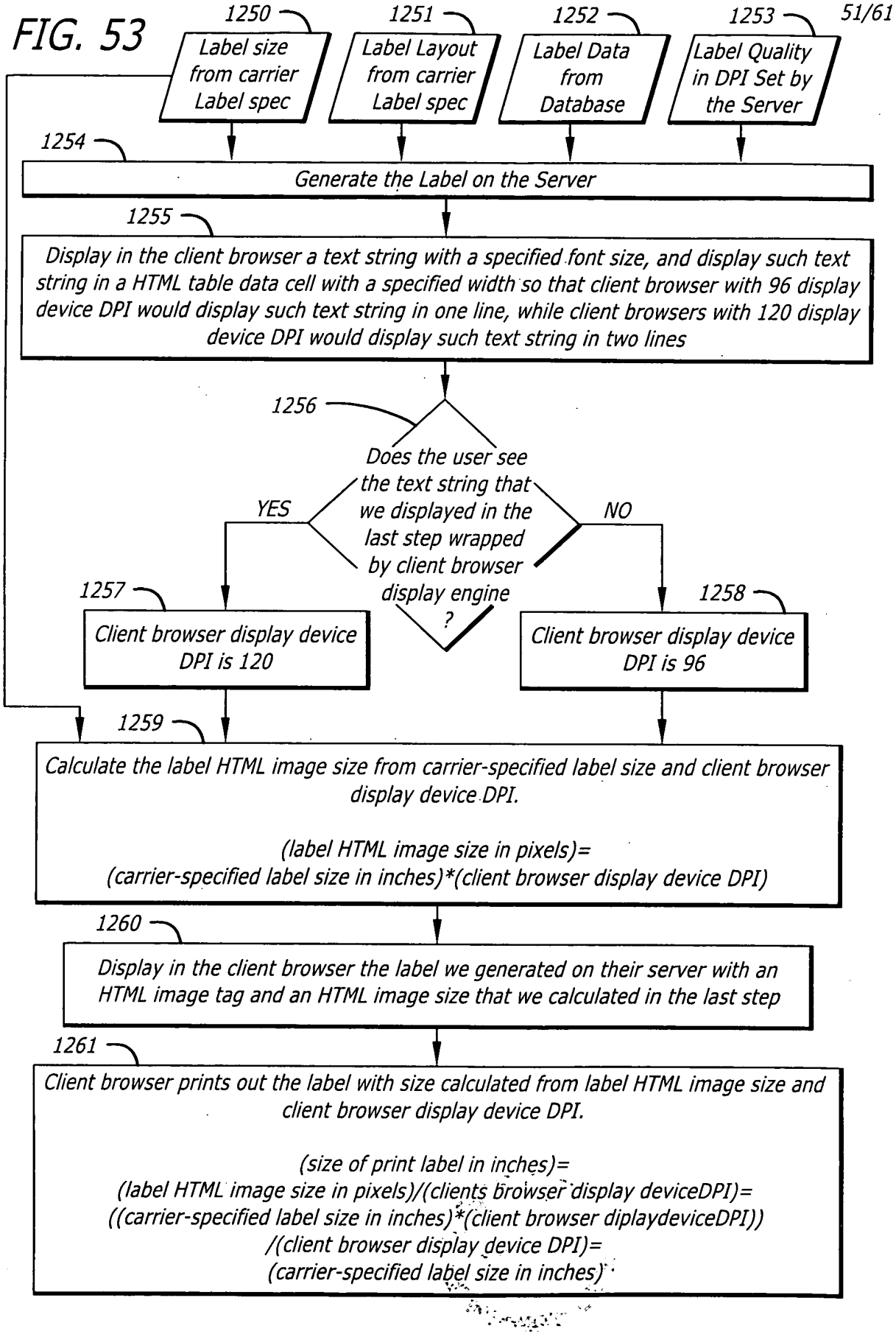

330
SHAINDELL
(234) 234-2345
STREET
CITY CA 93107
4 LBS 1 OF 1
SHIP (234) 234-2345
TO: FIRST NAME
STREET
CITY CA 93107
(420) SHIP TO POSTAL CODE
(420) 93107
UPS NEXT DAY AIR
1
TRACKING #: 1Z 345 321 03 0002 8462
ISH 1.00

FIG. 52

FIG. 53


1250
Label size from carrier Label spec
1251
Label Layout from carrier Label spec
1252
Label Data from Database
1253
Label Quality in DPI Set by the Server
1254
Generate the Label on the Server
1255
Display in the client browser a text string with a specified font size, and display such text string in a HTML table data cell with a specified width so that client browser with 96 display device DPI would display such text string in one line, while client browsers with 120 display device DPI would display such text string in two lines
1256
Does the user see the text string that we displayed in the last step wrapped by client browser display engine ?
YES
NO
1257
Client browser display device DPI is 120
1258
Client browser display device DPI is 96
1259
Calculate the label HTML image size from carrier-specified label size and client browser display device DPI.
(label HTML image size in pixels)=
(carrier-specified label size in inches)*(client browser display device DPI)
1260
Display in the client browser the label we generated on their server with an HTML image tag and an HTML image size that we calculated in the last step
1261
Client browser prints out the label with size calculated from label HTML image size and client browser display device DPI.
(size of print label in inches)=
(label HTML image size in pixels)/(clients browser display deviceDPI)=
((carrier-specified label size in inches)*(client browser diplaydeviceDPI))
/(client browser display device DPI)=
(carrier-specified label size in inches)

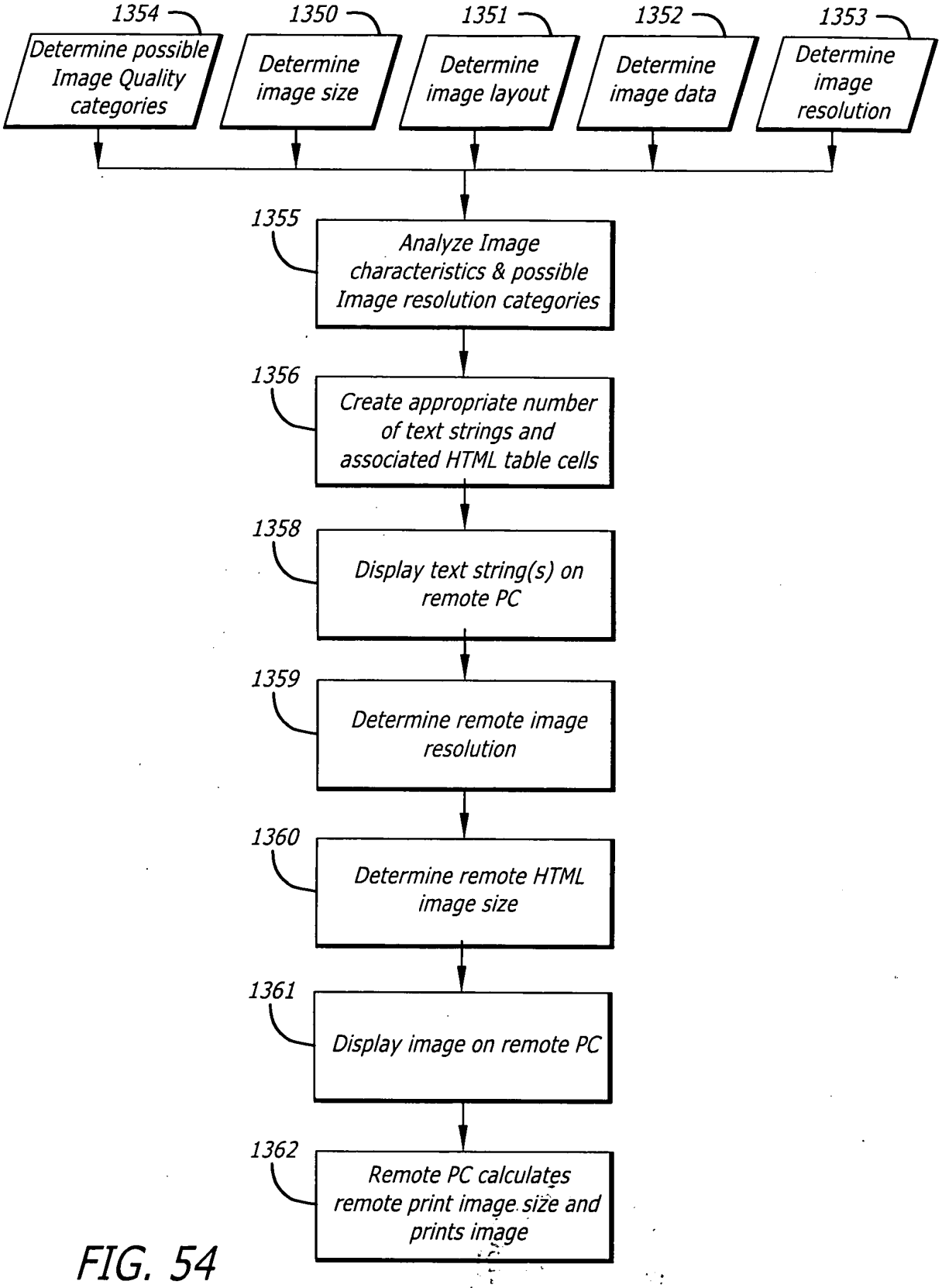

1354
Determine possible Image Quality categories
1350
Determine image size
1351
Determine image layout
1352
Determine image data
1353
Determine image resolution
1355
Analyze Image characteristics & possible Image resolution categories
1356
Create appropriate number of text strings and associated HTML table cells
1358
Display text string(s) on remote PC
1359
Determine remote image resolution
1360
Determine remote HTML image size
1361
Display image on remote PC
1362
Remote PC calculates remote print image size and prints image

FIG. 54

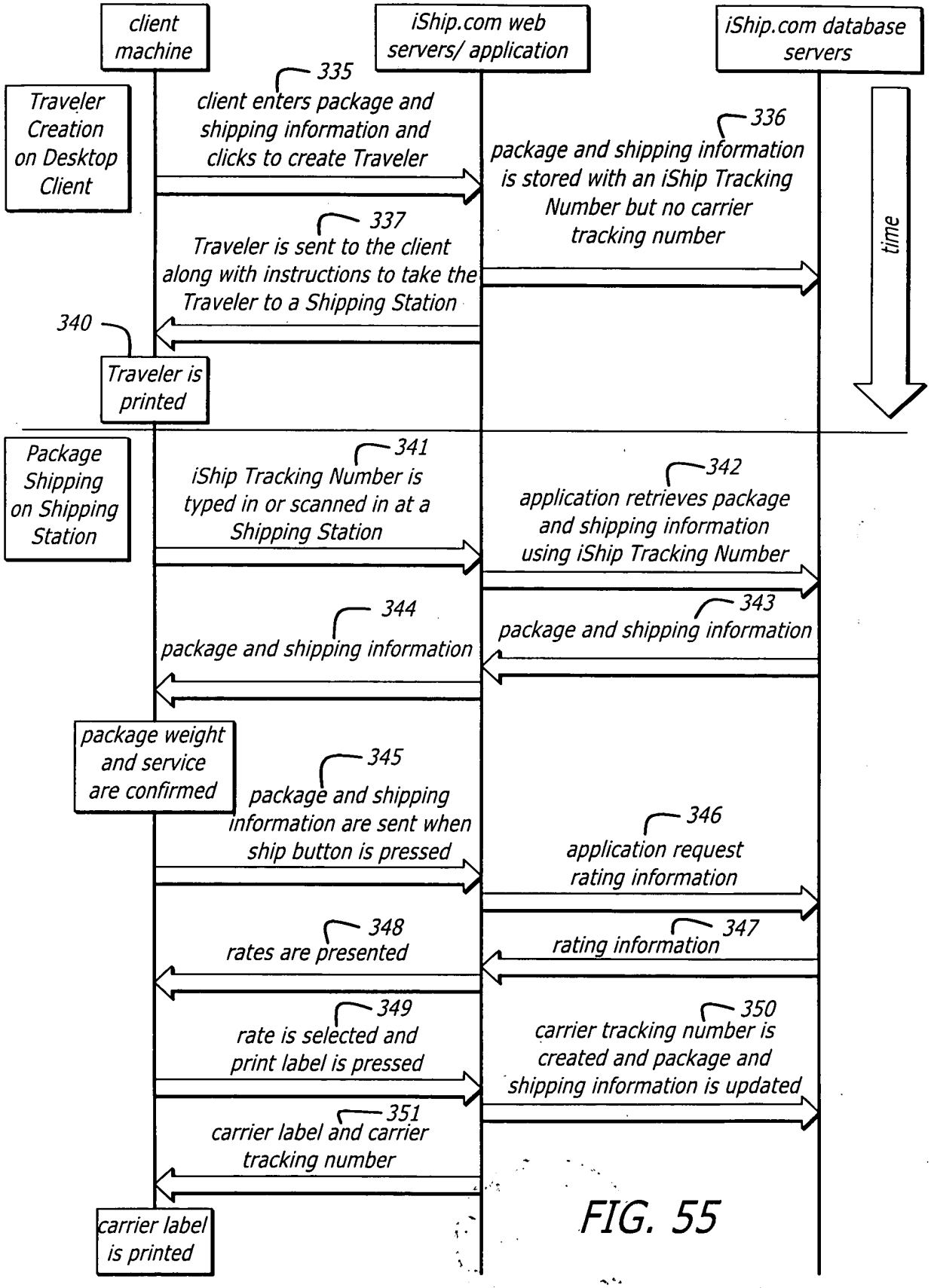

client machine
iShip.com web servers/ application
iShip.com database servers
time
Traveler Creation on Desktop Client
335
client enters package and shipping information and clicks to create Traveler
336
package and shipping information is stored with an iShip Tracking Number but no carrier tracking number
337
Traveler is sent to the client along with instructions to take the Traveler to a Shipping Station
340
Traveler is printed
Package Shipping on Shipping Station
341
iShip Tracking Number is typed in or scanned in at a Shipping Station
342
application retrieves package and shipping information using iShip Tracking Number
343
package and shipping information
344
package and shipping information
package weight and service are confirmed
345
package and shipping information are sent when ship button is pressed
346
application request rating information
347
rating information
348
rates are presented
349
rate is selected and print label is pressed
350
carrier tracking number is created and package and shipping information is updated
351
carrier label and carrier tracking number
carrier label is printed

FIG. 55

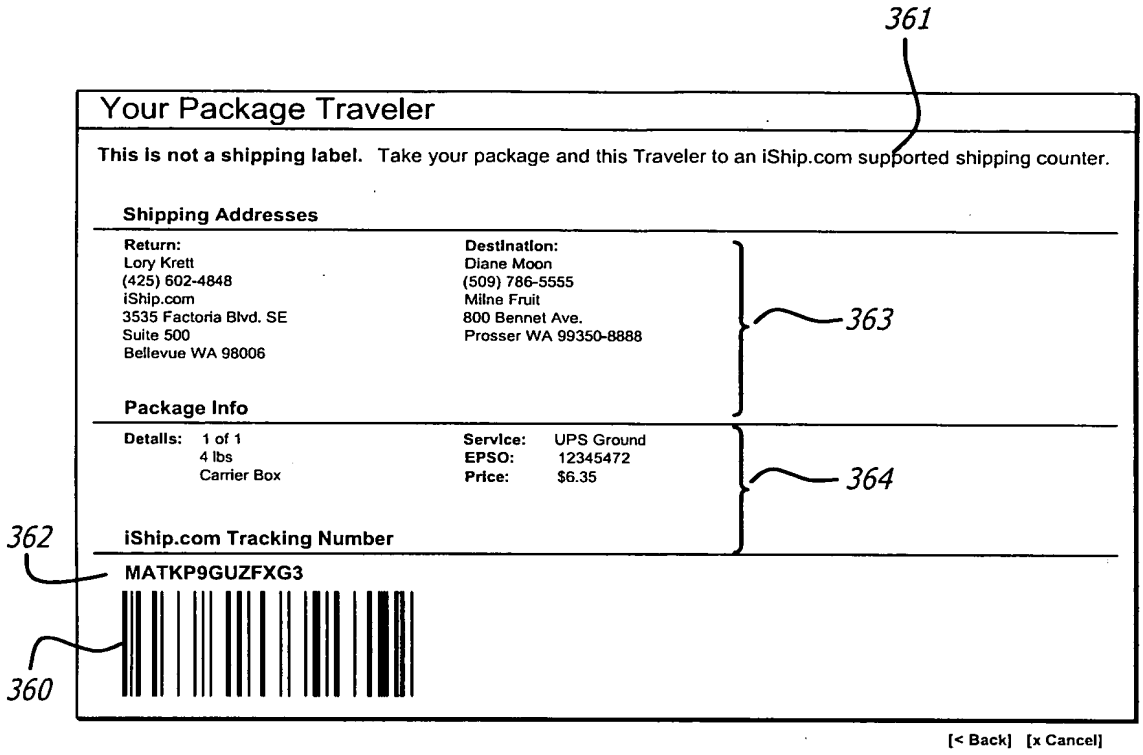

361
Your Package Traveler
This is not a shipping label. Take your package and this Traveler to an iShip.com supported shipping counter.
Shipping Addresses
Return:
Lory Krett
(425) 602-4848
iShip.com
3535 Factoria Blvd. SE
Suite 500
Bellevue WA 98006
Destination:
Diane Moon
(509) 786-5555
Milne Fruit
800 Bennet Ave.
Prosser WA 99350-8888
363
Package Info
Details: 1 of 1
4 lbs
Carrier Box
Service: UPS Ground
EPSO: 12345472
Price: $6.35
364
362
iShip.com Tracking Number
MATKP9GUZFXG3
360
[< Back] [x Cancel]

FIG. 56

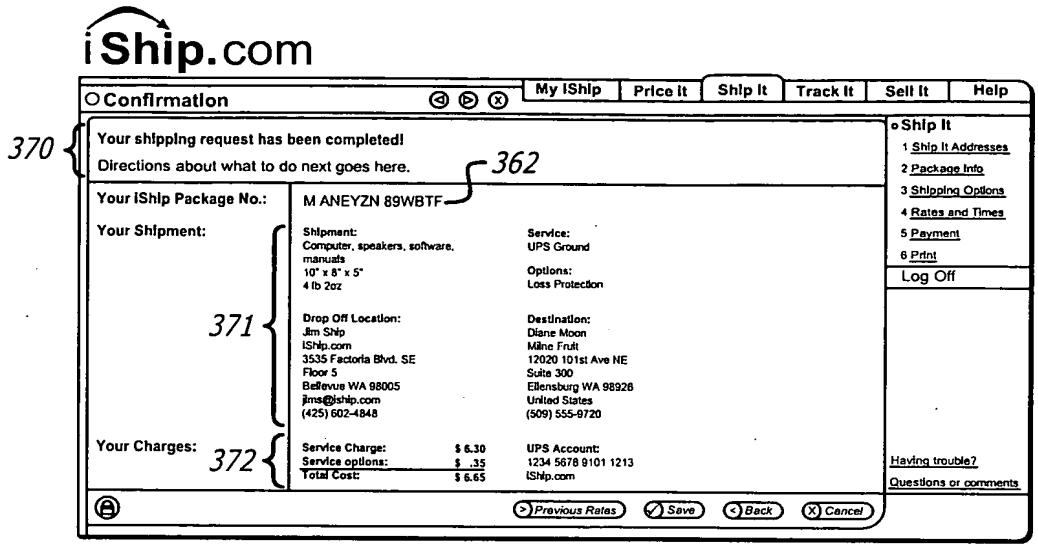

iShip.com
Confirmation
My IShip
Price It
Ship It
Track It
Sell It
Help
370
Your shipping request has been completed!
Directions about what to do next goes here.
362
Your IShip Package No.:
M ANEYZN 89WBTF
Your Shipment:
371
Shipment:
Computer, speakers, software, manuals
10" x 8" x 5"
4 lb 2oz
Service:
UPS Ground
Options:
Loss Protection
Drop Off Location:
Jim Ship
IShip.com
3535 Factoria Blvd. SE
Floor 5
Bellevue WA 98005
jims@iship.com
(425) 602-4848
Destination:
Diane Moon
Mâne Fruit
12020 101st Ave NE
Suite 300
Ellensburg WA 98926
United States
(509) 555-9720
Your Charges:
372
Service Charge: $ 6.30
Service options: $ .35
Total Cost: $ 6.65
UPS Account:
1234 5678 9101 1213
IShip.com
Ship It
1 Ship It Addresses
2 Package Info
3 Shipping Options
4 Rates and Times
5 Payment
6 Print
Log Off
Having trouble?
Questions or comments
Previous Rates
Save
Back
Cancel

FIG. 57

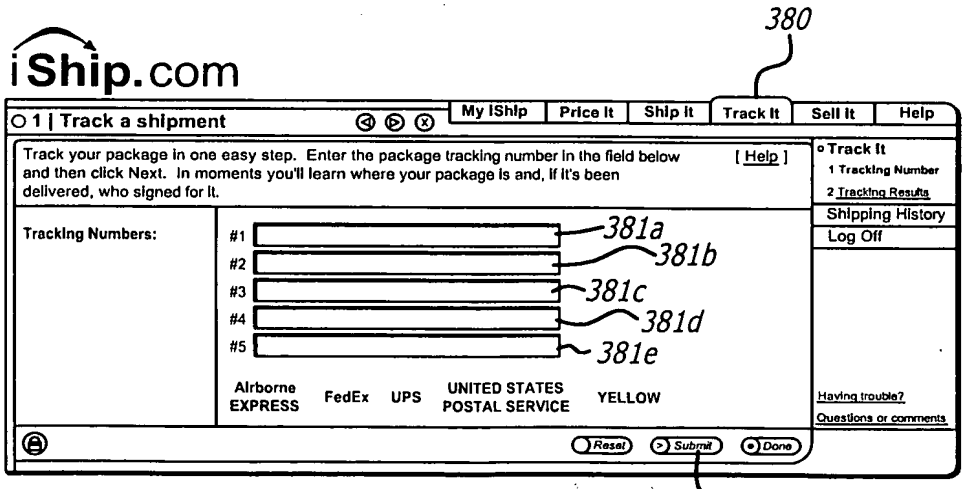

380
iShip.com
1 | Track a shipment
My IShip
Price It
Ship It
Track It
Sell It
Help
Track your package in one easy step. Enter the package tracking number in the field below and then click Next. In moments you'll learn where your package is and, if it's been delivered, who signed for it.
[Help]
Tracking Numbers:
#1
#2
#3
#4
#5
381a
381b
381c
381d
381e
Airborne EXPRESS
FedEx
UPS
UNITED STATES POSTAL SERVICE
YELLOW
Track It
1 Tracking Number
2 Tracking Results
Shipping History
Log Off
Having trouble?
Questions or comments
Reset
Submit
Done
382

FIG. 58

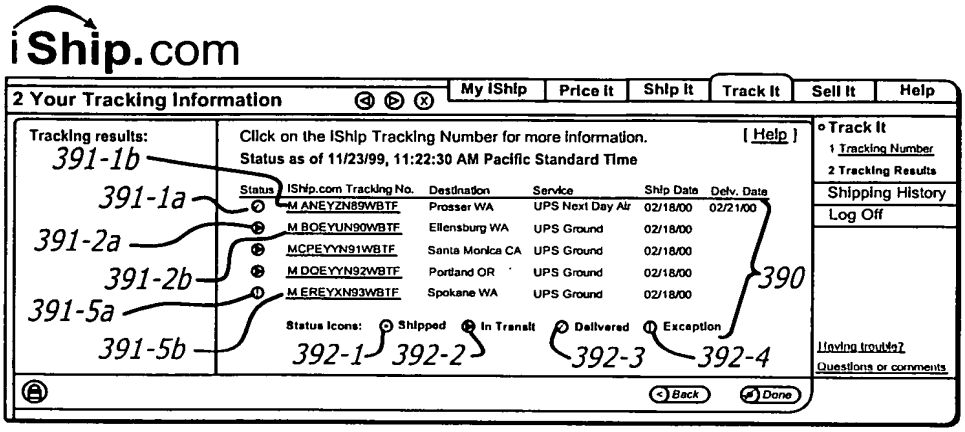

iShip.com
2 Your Tracking Information
My iShip
Price it
Ship it
Track It
Sell It
Help
Tracking results:
Click on the IShip Tracking Number for more information.
[Help]
Status as of 11/23/99, 11:22:30 AM Pacific Standard Time
Status
IShip.com Tracking No.
Destination
Service
Ship Date
Delv. Date
M ANEYZN89WBTF
Prosser WA
UPS Next Day Air
02/18/00
02/21/00
M BOEYUN90WBTF
Ellensburg WA
UPS Ground
02/18/00
MCPEYYN91WBTF
Santa Monica CA
UPS Ground
02/18/00
M DQEYYN92WBTF
Portland OR
UPS Ground
02/18/00
M EREYXN93WBTF
Spokane WA
UPS Ground
02/18/00
Status Icons:
Shipped
In Transit
Delivered
Exception
Track It
1 Tracking Number
2 Tracking Results
Shipping History
Log Off
Having trouble?
Questions or comments
Back
Done
391-1b
391-1a
391-2a
391-2b
391-5a
391-5b
390
392-1
392-2
392-3
392-4

FIG. 59

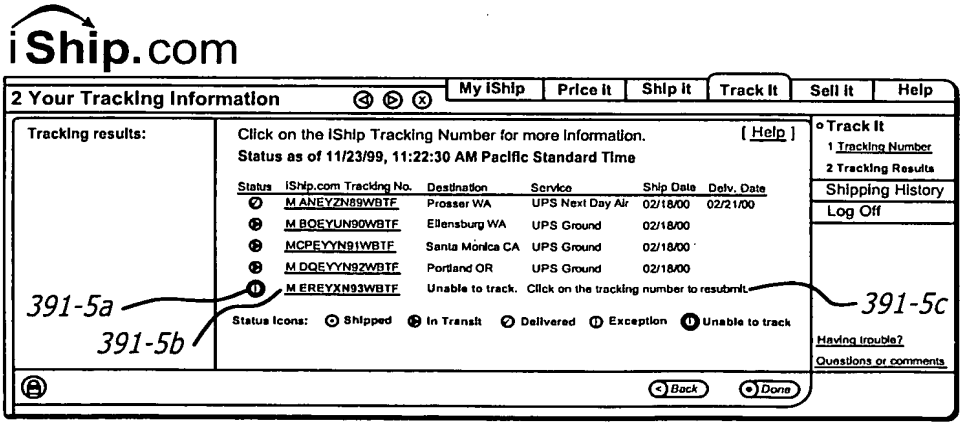

iShip.com
2 Your Tracking Information
My iShip
Price it
Ship it
Track It
Sell It
Help
Tracking results:
Click on the IShip Tracking Number for more information.
[Help]
Status as of 11/23/99, 11:22:30 AM Pacific Standard Time
Status
IShip.com Tracking No.
Destination
Service
Ship Date
Delv. Date
M ANEYZN89WBTF
Prosser WA
UPS Next Day Air
02/18/00
02/21/00
M BOEYUN90WBTF
Ellensburg WA
UPS Ground
02/18/00
MCPEYYN91WBTF
Santa Monica CA
UPS Ground
02/18/00
M DQEYYN92WBTF
Portland OR
UPS Ground
02/18/00
M EREYXN93WBTF
Unable to track. Click on the tracking number to resubmit.
Status Icons:
Shipped
In Transit
Delivered
Exception
Unable to track
Track It
1 Tracking Number
2 Tracking Results
Shipping History
Log Off
Having trouble?
Questions or comments
Back
Done
391-5a
391-5b
391-5c

FIG. 60

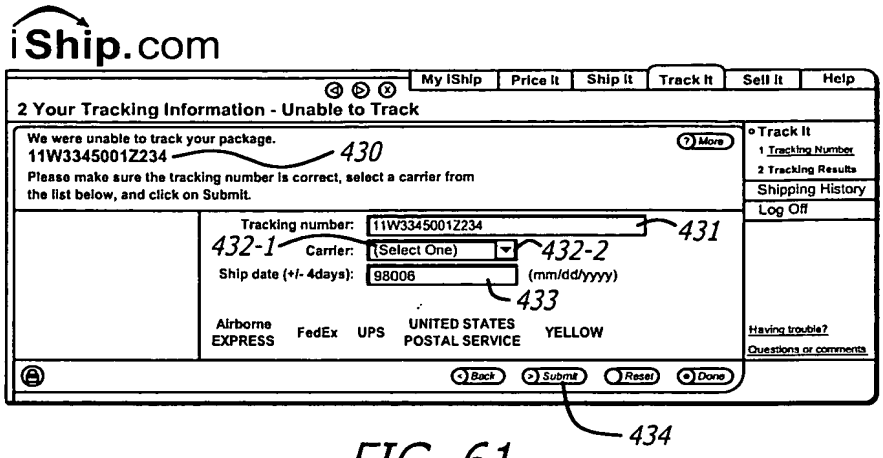

iShip.com
My iShip
Price It
Ship It
Track It
Sell It
Help
2 Your Tracking Information - Unable to Track
We were unable to track your package.
11W3345001Z234
430
Please make sure the tracking number is correct, select a carrier from the list below, and click on Submit.
More
Track It
1 Tracking Number
2 Tracking Results
Shipping History
Log Off
Tracking number:
11W3345001Z234
431
432-1
Carrier:
(Select One)
432-2
Ship date (+/- 4days):
98006
(mm/dd/yyyy)
433
Airborne EXPRESS
FedEx
UPS
UNITED STATES POSTAL SERVICE
YELLOW
Having trouble?
Questions or comments
Back
Submit
Reset
Done
434

FIG. 61

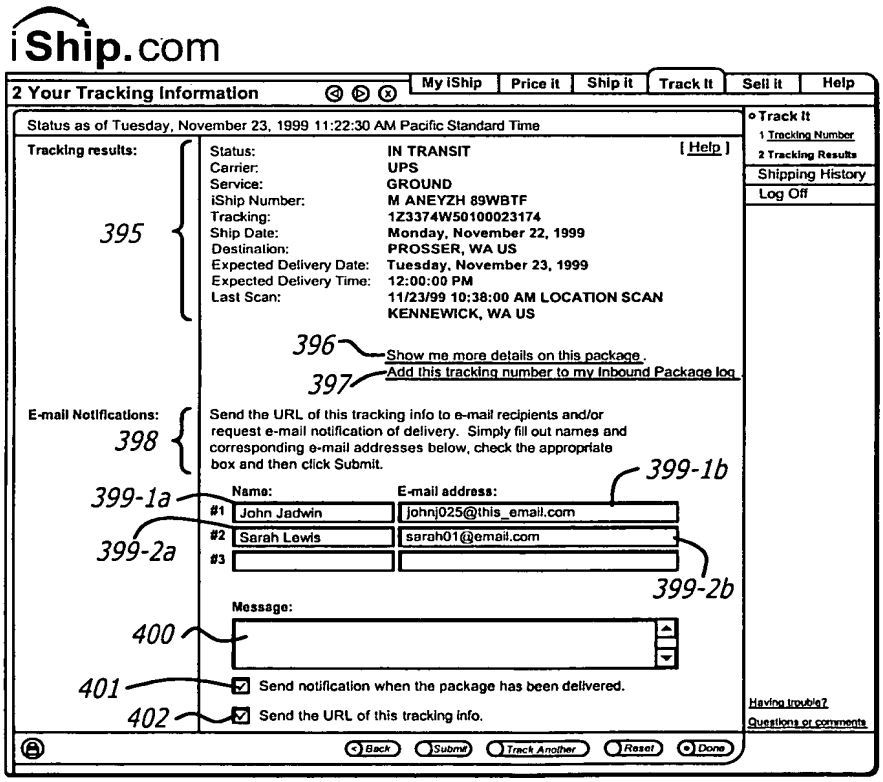
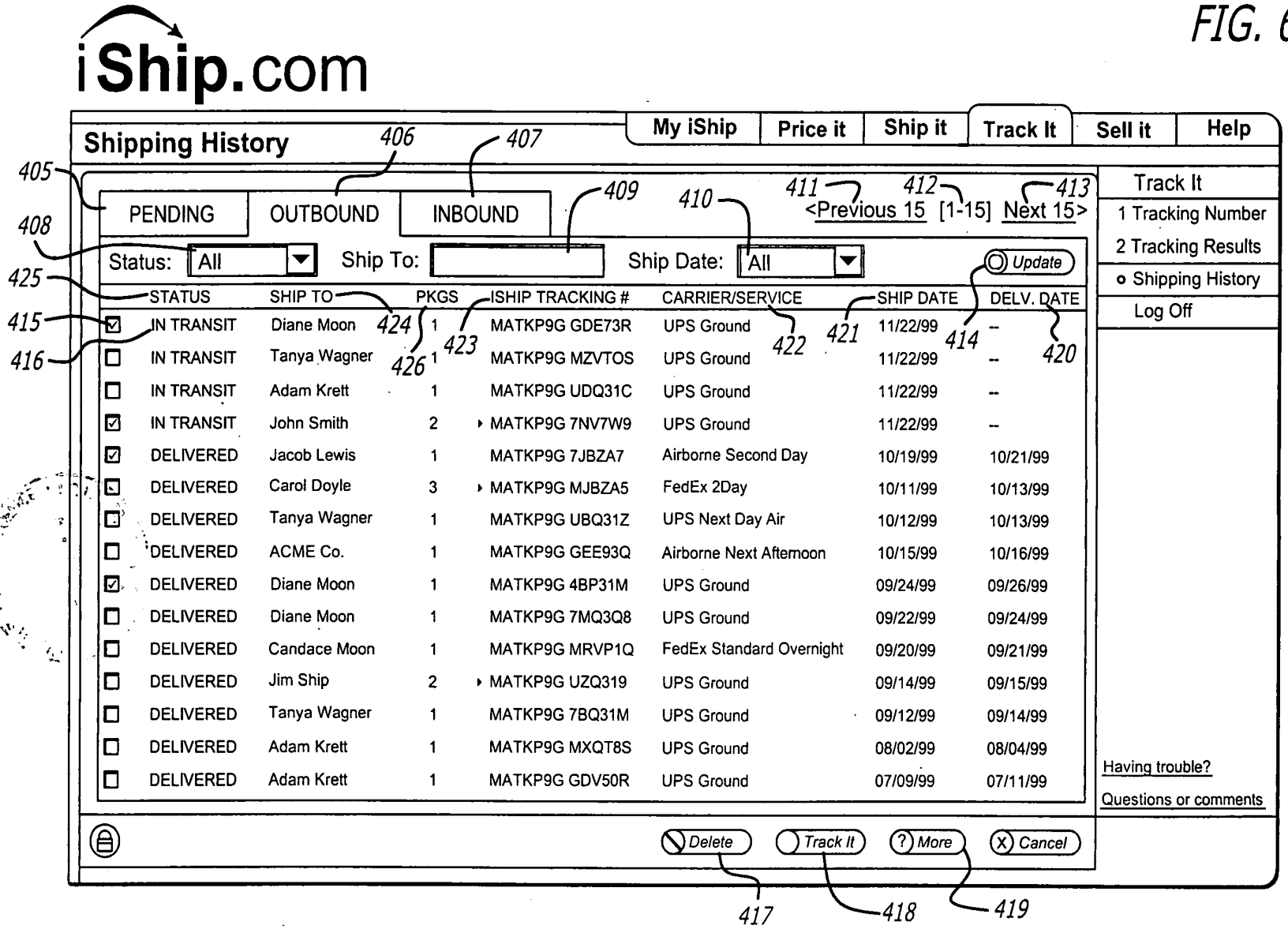

iShip.com
My iShip
Price It
Ship It
Track It
Sell It
Help
2 Your Tracking Information
Status as of Tuesday, November 23, 1999 11:22:30 AM Pacific Standard Time
Track It
1 Tracking Number
2 Tracking Results
Shipping History
Log Off
Tracking results:
395
Status: IN TRANSIT
[Help]
Carrier: UPS
Service: GROUND
iShip Number: M ANEYZH 89WBTF
Tracking: 1Z3374W5010023174
Ship Date: Monday, November 22, 1999
Destination: PROSSER, WA US
Expected Delivery Date: Tuesday, November 23, 1999
Expected Delivery Time: 12:00:00 PM
Last Scan: 11/23/99 10:38:00 AM LOCATION SCAN KENNEWICK, WA US
396
Show me more details on this package.
397
Add this tracking number to my Inbound Package log.
E-mail Notifications:
398
Send the URL of this tracking info to e-mail recipients and/or request e-mail notification of delivery. Simply fill out names and corresponding e-mail addresses below, check the appropriate box and then click Submit.
399-1a
399-1b
Name:
E-mail address:
#1 John Jadwin
johnj025@this_email.com
399-2a
#2 Sarah Lewis
sarah01@email.com
#3
399-2b
Message:
400
401
Send notification when the package has been delivered.
402
Send the URL of this tracking info.
Having trouble?
Questions or comments
Back
Submit
Track Another
Reset
Done

FIG. 62

FIG. 63


iShip.com
Shipping History
My iShip
Price it
Ship it
Track It
Sell it
Help
405
406
407
408
409
410
411
412
413
PENDING
OUTBOUND
INBOUND
<Previous 15
[1-15]
Next 15>
Status: All
Ship To:
Ship Date: All
Update
425
415
416
424
426
423
422
421
414
420
STATUS
SHIP TO
PKGS
ISHIP TRACKING #
CARRIER/SERVICE
SHIP DATE
DELV. DATE
IN TRANSIT Diane Moon 1 MATKP9G GDE73R UPS Ground 11/22/99 --
IN TRANSIT Tanya Wagner 1 MATKP9G MZVTOS UPS Ground 11/22/99 --
IN TRANSIT Adam Krett 1 MATKP9G UDQ31C UPS Ground 11/22/99 --
IN TRANSIT John Smith 2 MATKP9G 7NV7W9 UPS Ground 11/22/99 --
DELIVERED Jacob Lewis 1 MATKP9G 7JBZA7 Airborne Second Day 10/19/99 10/21/99
DELIVERED Carol Doyle 3 MATKP9G MJBZA5 FedEx 2Day 10/11/99 10/13/99
DELIVERED Tanya Wagner 1 MATKP9G UBQ31Z UPS Next Day Air 10/12/99 10/13/99
DELIVERED ACME Co. 1 MATKP9G GEE93Q Airborne Next Afternoon 10/15/99 10/16/99
DELIVERED Diane Moon 1 MATKP9G 4BP31M UPS Ground 09/24/99 09/26/99
DELIVERED Diane Moon 1 MATKP9G 7MQ3Q8 UPS Ground 09/22/99 09/24/99
DELIVERED Candace Moon 1 MATKP9G MRVP1Q FedEx Standard Overnight 09/20/99 09/21/99
DELIVERED Jim Ship 2 MATKP9G UZQ319 UPS Ground 09/14/99 09/15/99
DELIVERED Tanya Wagner 1 MATKP9G 7BQ31M UPS Ground 09/12/99 09/14/99
DELIVERED Adam Krett 1 MATKP9G MXQT8S UPS Ground 08/02/99 08/04/99
DELIVERED Adam Krett 1 MATKP9G GDV50R UPS Ground 07/09/99 07/11/99
Track It
1 Tracking Number
2 Tracking Results
Shipping History
Log Off
Having trouble?
Questions or comments
Delete
Track It
More
Cancel
417
418
419

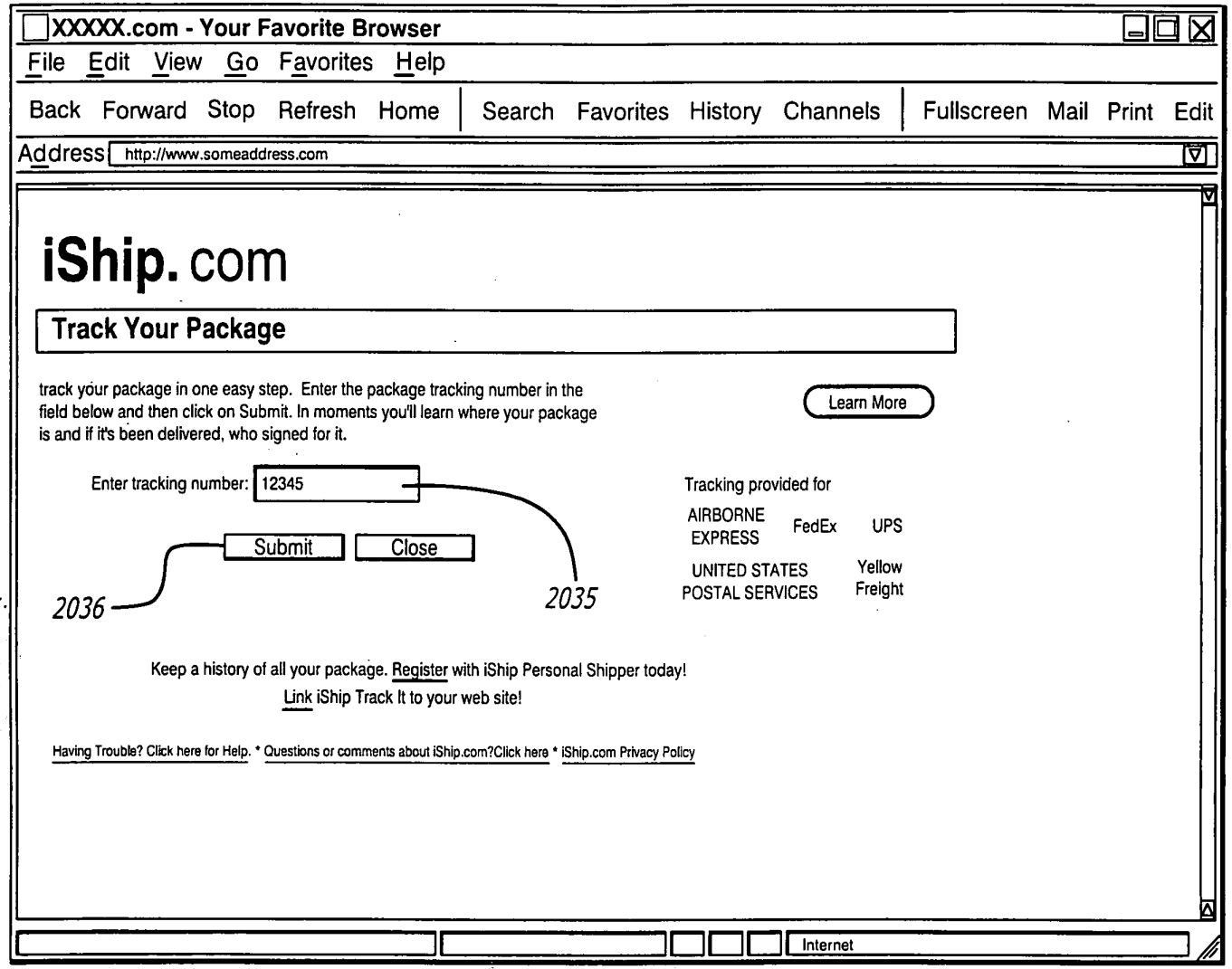
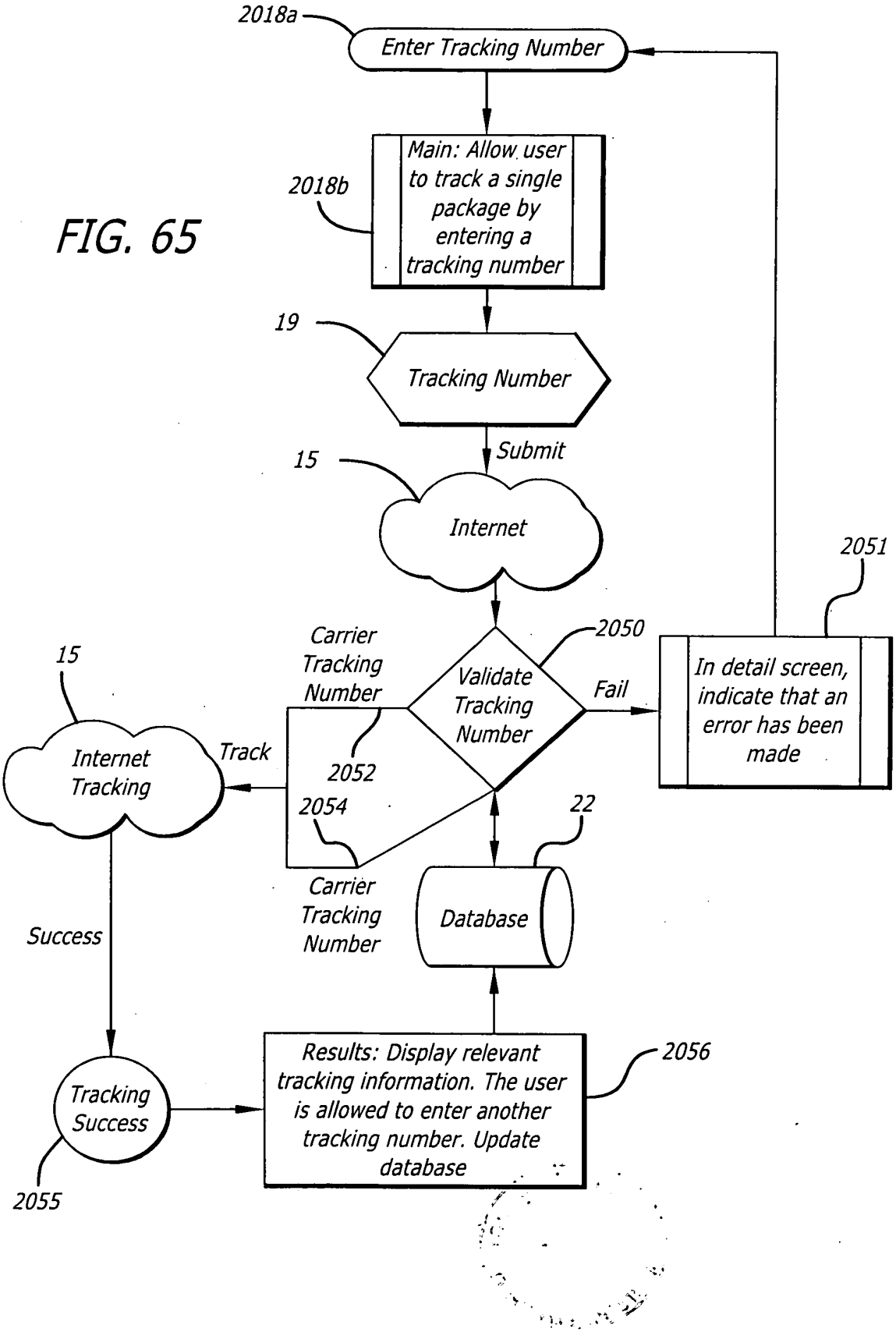

XXXXX.com - Your Favorite Browser
File Edit View Go Favorites Help
Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit
Address http://www.someaddress.com
iShip.com
Track Your Package
track your package in one easy step. Enter the package tracking number in the field below and then click on Submit. In moments you'll learn where your package is and if it's been delivered, who signed for it.
Learn More
Enter tracking number: 12345
Submit
Close
2036
2035
Tracking provided for
AIRBORNE EXPRESS
FedEx
UPS
UNITED STATES POSTAL SERVICES
Yellow Freight
Keep a history of all your package. Register with iShip Personal Shipper today!
Link iShip Track It to your web site!
Having Trouble? Click here for Help. * Questions or comments about iShip.com?Click here * iShip.com Privacy Policy
Internet

FIG. 64

FIG. 65


2018a
Enter Tracking Number
2018b
Main: Allow user to track a single package by entering a tracking number
19
Tracking Number
Submit
15
Internet
2051
2050
Carrier Tracking Number
Validate Tracking Number
Fail
In detail screen, indicate that an error has been made
15
Internet Tracking
Track
2052
2054
22
Carrier Tracking Number
Database
Success
Tracking Success
Results: Display relevant tracking information. The user is allowed to enter another tracking number. Update database
2056
2055

```
<iship.com.request xmins="x-schema:http://iship.com/api/schema/trackrequest.xmi"
transactionid="3855BD2185E111d3984400A0C9D6C226">
        <header mode="interactive">
                <version major="0" minor="1"/>
            <batch id="AE5E54F08E2311d3984900A0C9D6C226"
            url="http://shasta/api/track/trackresponse.asp" email="bob@iship.com"/>
        </header>
        <sigon sessionid="" userid="test" password="7777777"/>
        .<trackit>
                <package sequencenumber="1">
                        <trackingnumber carrier="ups">
                                1Z1812530202075466
                        </trackingnumber>
                </package>
        </trackit>
        <logoff/>
</iship.com.request>
```

FIG. 66

```
<iship.com.response transactionid="3855BD2185E111d3984400A0C9D6C226">
        <status ishiprcode="0" signonrcode="0" trackitrcode="0" parsercode="0"
        systemrcode="0"/>
        <trackit>
                <package sequencenumber="1" packagercode="0">
                        <deliveredto></deliveredto>
                        <deliverylocation>LEFT AT 3S</deliverylocation>
                        <signedby>HOWARD</signby>
                        <lastscan>9/1/99 1:50:00 PM DELIVERY </lastscan
                        <status>Delivered</status>
                        <deliverytime>9/1/99 1:50:00 PM</deliverytime>
                        <carrier>UPS</carrier>
                        <service>2ND DAY AIR</service>
                        <shipdate>8/28/99 </shipdate>
                        <trackingnumber>1Z1812530202075466</trackingnumber>
                        <scanlocation>FORT HAMILTON, NY US</scanlocation>
                        <weight>400</weight>
                </package>
        </trackit>
<iship.com.response>
```

FIG. 67